

# **HOTAL CLASSIFICATION COMMITTEE**

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सत्यमेव जयते

# REPORT OF THE HOTEL CLASSIFICATION COMMITTEE

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## CHAPTER I

### INTRODUCTION

All modern countries look upon tourism as an important industry having a great bearing on the economic life of the people. In this industry, hotels might be said to be the heart of the problem. It is estimated that nearly 40% of the tourist spending in India is on food and accommodation. Considering that the country's tourist earnings, which now rank fifth amongst the foreign exchange earners, are nearly twenty-two crores of rupees, the important part played by the hotels and restaurants in the development of the Tourist Industry could easily be imagined. If they are healthy, active and alert, the industry is bound to prosper. The reverse is also true. Even the best spots in the world will remain ignored and neglected, if proper facilities for visitors to stay are not provided. Since the tourists belong to different types and income groups, different types of hotels to suit different tastes and pockets have to be built at places of tourist attraction. The Hotel Classification Committee was appointed by the Government of India to check up the present hotels in India, to classify them and supply reliable information to the Government which would make it easier for prospective tourists to plan their itineraries confidently.

2. That the tourists in general, and the travel agents in particular, always welcome an authentic guide, indicating the categories of the various hotel establishments in a country—hotels which have been inspected and categorised by an impartial, authoritative and representative body—is a well known fact. Almost all the tourist-minded countries in the world have some form or other of categorisation of their hotel establishments. The need for classification is all the more urgent in countries where there is a shortage of hotel accommodation, or countries which have, comparatively speaking, entered the tourist field only recently. India happens to fall into both these categories. It is for this reason that the Hotel Standards & Rate Structure Committee, headed by Diwan Chaman Lall, M.P., had strongly recommended in its report submitted to the Government of India in 1958, that the classification of hotels in this country should be undertaken as early as possible. That Committee which went into this question in great detail, recommended that the classification of hotels should be on the "Star" system which has been

adopted in several important countries in Europe. According to this system, hotels are classified into five categories *i.e.* from the minimum of One Star to the maximum of Five Star. One and Two Star hotels can be considered as of economy class, the Three Star ones as of medium class, and the Four and Five Star ones as hotels of luxury class. The Hotel Standards & Rate Structure Committee also suggested some broad criteria for classifying hotels in India and even indicated the number of marks to be allotted to each item.

3. The Government of India accepted the recommendation regarding classification made by the Hotel Standards & Rate Structure Committee and appointed the present Committee *viz.* the Hotel Classification Committee on 15th June, 1962 with the following membership :—

- |  |           |
|--|-----------|
| 1. Shri G. R. Kadapa, Deputy Director General, Department of Tourism.                                    | Chairman. |
| 2. Shri L. C. Nirula, Honorary Secretary, Federation of Hotel & Restaurant Associations of India, Delhi. | Member.   |
| 3. Lt.-Col. G. V. Raja, Kaudiyar Palace, Trivandrum.   | Member.   |

4. The Committee was asked to associate representatives of the 4 Regional Hotel Associations when they inspected establishments in their respective regions. The State Governments were also requested to nominate their representatives to be associated with this Committee during its sojourn in the respective States. The local health authorities also assisted the Committee in many of the places visited by the Committee. A copy of the Government Resolution giving the constitution of the Committee is attached (Appendix I). A list of representatives of the Regional Hotel Associations and the State Governments, as well as of the health officials who assisted the Committee at various places is also attached (Appendix II).

5. As will be observed from the Resolution in Appendix I, the terms of reference of the present Committee were as under :—

- (i) To invite applications from hotels which are interested in getting Government's recognition and which fulfil the

minimum criteria laid down by the Hotel Standards & Rate Structure Committee for being categorised as "Starred" hotel.

- (ii) To inspect those hotels among the applicant establishments which in the opinion of the Committee *prima facie* fulfil the minimum conditions.
- (iii) To assess the relative standards of the establishments so inspected and to classify them according to the Star system recommended by the Hotel Standards & Rate Structure Committee.
- (iv) To formulate criteria for recognising restaurants which are of sufficiently high standard for purpose of catering to tourist traffic and to inspect those that fulfil such criteria and recommend for Government's consideration the recognition of those establishments which actually fulfil the stipulated criteria.

6. The Committee is happy to note that the response from hotels and restaurants for classi-

fication/recognition was wide and enthusiastic. In all, 324 hotels and 123 restaurants submitted their applications. Of the hotels/restaurants which were on the Government of India's *ad hoc* list of recognised hotels and restaurants, only a few failed to apply. A few withdrew their applications later because of major renovations in progress, or soon to be undertaken by them.

7. The State Government officials and the managements of the hotels and restaurants received the committee cordially, answered all the queries and willingly showed everything which the Committee was interested in seeing.

8. The Committee was impressed by the immense improvements effected by most of the hotels prior to the Committee's visit and to note that its visit had helped to raise the standard of the hotels and restaurants to a higher level. The Committee was also happy to note the keen competition aroused by the idea of classification. Healthy rivalry for getting higher gradation as a superior class establishment is the surest way of ensuring better standards of service and better comforts for the hotel guests.



## CHAPTER II

### INSPECTION

9. Some time had had to be devoted for inviting applications, scrutinising them and chalking out the tour programme of the Committee. The actual inspection was started in the first week of September 1962 and completed in the last week of May 1963.

10. The hotels and restaurants inspected by the Committee were spread over 110 cities/towns, hill stations, seaside resorts and tourist centres (list attached Appendix III) extending from Pahalgam in the north to Cape Comorin in the south, from Jodhpur in the west to Imphal in the east. The Committee's journeys involved travel by air, rail and road—the road journeys alone accounting for more than 10,000 miles. Every state in India, as well as the Union Territories of Delhi, Goa, Pondicherry and Manipur were visited by the Committee. Most of these places were either tourist centres or places which served as starting points for them. The Committee also had the privilege of meeting Governors, Chief Ministers or Ministers of Tourism in some of the States, while the Press gave wide coverage to its activities.

11. Though the Committee was appointed mainly to inspect the hotels and grade them according to the criteria (Appendix IV) stipulated for the purpose, it took upon itself the task of suggesting to the hotels concerned, many long range and short range improvements needed—desirable as well as essential—such as, furnishing of rooms tastefully; providing hygienic kitchens, pantries, store rooms and washing arrangements;

fitting up of chimneys and exhaust fans; the necessity for providing a dado of marble, glazed or mosaic tiles in the kitchens, pantries, sculleries, bathrooms and in public cloak rooms; plyproofing of the kitchen, pantry, scullery, store room and the dining room; the covering of table-tops and shelves with proper impervious material like stainless steel, aluminium sheets, or marble. Other suggestions were about the use of proper detergents for washing; proper wearing apparel for kitchen and pantry staff; smart turn-out for the front-desk (reception etc.) personnel; the provision of lights/lamps on writing tables, bed-side tables, dressing tables, over the mirrors above wash basins. Fixing up of plug-points for electric shavers etc. were also pointed out wherever necessary. It is gratifying to note that many of the hotels and restaurants took immediate steps for rectifying such defects and notifying the same to the Committee promptly.

12. The Committee's inspections were quite detailed. The checking-up of the larger establishments took as much as half a day to complete. All the public-rooms, cloak-rooms, a number of private-room and bathroom, the kitchen, pantry, scullery, store rooms, cold storage arrangements, bakery, confectionery, and in some cases laundry, carpentry and engineering shops were inspected. The persons in charge of these departments and sometimes individual workers too were interviewed by the Committee. Food was sampled in quite a number of places and spot-checks on service were also made at many places.

## CHAPTER III

### CLASSIFICATION RESULTS

13. The Committee took nearly nine months to complete the task of inspection and another two months to discuss the hotels visited and to allot marks against each item of the criteria sheets.

Many a hotel which had applied for higher classification was able to find its place only in a lower category. Only very few hotels had filled in the proforma appropriate to their actual categorisation. Among the 299 hotels which were considered for classification, 186 hotels actually made the grade as follows:—

Five Star.	.	.	.	.	.	7
Four Star	.	.	.	.	.	12
Three Star	.	.	.	.	.	26
Two Star	.	.	.	.	.	71
One Star	.	.	.	.	.	70
TOTAL						186

A detailed list containing various hotels category-wise and citywise is at Appendix V.

14. The Committee would however like to mention that among the seven Five Star hotels, the Ashoka Hotel in New Delhi stood out prominently and obtained a substantially higher number of marks than the rest of the Five Star Hotels. The Committee was much impressed by the high standard maintained by this hotel in kitchen, pantry and scullery and in public room appointments and other facilities available in the hotel. In view of this, the Committee would recommend for Government's consideration that, though there is no special category stipulated for hotels doing exceedingly well in the Five Star category, the Ashoka Hotel may be shown as a hotel belonging to the FIVE STAR DE LUXE (\*\*\*\*\* De Luxe) category.

15. It will be seen that the number of One Star and Two Star category hotels are almost the same whereas there is a marked gap between the number of Two Star and Three Star hotels. The reason for this is the stipulation of airconditioning of the Dining Rooms and 50% of the private rooms (in all non-hill station hotels), and that of provision of public-rooms, bar/permit room, bookstall and money chang-

ing facilities for the Three Star hotels. Though the stipulation about airconditioning for a Three Star hotel was only 50% of the private rooms, the majority of Three Star hotels had airconditioning in almost all the rooms. We would however, recommend to such of the hotels as do not have airconditioning at present, to provide this facility in non-hill station areas as early as possible since it is important factor from the foreign tourist promotion angle. In all the classified hotels put together, there are only 2934 airconditioned rooms, the breakdown of which categorywise is as follows:—

	A/c rooms	Total rooms.
Five Star hotels	1040	1184
Four Star hotels	786	942
Three Star hotels	664	1341
Two Star hotels	386	1943
One Star hotels	58	1675
	2934	7085

Though the proportion of airconditioned rooms to that of total number of rooms (7085) is quite impressive, the figure of 2934 airconditioned rooms is not at all adequate, considering that more than 1,30,000 tourists visit this country annually, of whom a very high percentage is from cold-weather countries. The Committee therefore would like to emphasise, that as far as possible, new hotels that are yet to come up, should give high priority for airconditioning and even the existing hotels should make every effort to have a reasonable number of rooms and public rooms airconditioned.

16. The Committee was rather disappointed to see that only 54 hotels throughout India had money changing facilities *i.e.* money changers' licence from the Reserve Bank of India. It is felt that this facility should be available in all the hotels in India, as the present arrangements existing in the various hotels seem to be far from satisfactory. It is recommended that the Department of Tourism should assist all classified hotels in getting the money changers' licence from the

Reserve Bank of India. In fact they should insist on each hotel having such a facility. Similarly, a proper bookstall/news-stand was lacking in many of the Three and Four Star hotels. Some of the hotels had book cases containing books for sale or for lending, and in some cases there were only make-shift news-stands which looked rather temporary. It is considered that the facility of a news-stand/bookstall where newspapers and magazines, tourist literature, picture postcards, photo films, etc. can be had, should be provided in all the Three, Four and Five Star hotels and even in One and Two Star hotels in resort towns and tourist centres. The hotel managements should undertake to provide such facilities even if it may not be a self-paying one, because this service is always needed by the hotel guests and should be available within the premises of all good hotels.

17. The Committee would like to bring to the

notice of the Government the sad decline in the standards of the hill station hotels due to fall in their occupancy ratio. In spite of the enormous public-room facilities, conference and convention facilities in many of the bigger hotels in hill stations the annual room occupancy ratio is so low that the hotels find it difficult to make both ends meet. Furthermore, the hoteliers themselves also have not shown enough foresight and resourcefulness, inasmuch as they have forgotten to provide the basic amenities even though possessing a number of luxuries in the form of grand ballrooms, conference halls, banquet halls, billiard rooms, tennis courts, gardens, lawns and such other facilities. The luxuries and additional amenities count only after the basic amenities in the rooms are provided and the kitchens, pantries and sculleries are properly equipped and properly maintained.



## CHAPTER IV

### MAINTENANCE AND IMPROVEMENT OF STANDARDS

18. The classification of hotels and recognition of restaurants have brought home to the Committee the need for their future periodical check-ups as the establishments which have secured grading might lapse into a sense of complacency, resulting in deterioration in standards. Similarly hotels which have not made the grade they had hoped for, might lose interest in making further improvements. Also, establishments which have not got into the approved list at all will have to be given a chance to qualify for recognition. How soon, how often and in what manner these subsequent inspections should be carried out, are matters for the Government to decide. At the same time, the Committee feels that at least the next inspection should be carried out within a reasonably short time—at any rate not later than 12 months from the date of submission of this report. This is because some of the hotels visited were in the final stages of construction at the time of the visit of the Committee. Yet in some other cases the hotels had not clearly understood what was really lacking with them until the Committee explained it to them at the time of inspection and they had requested for time to carry out the suggestions. Also some of the hotels, unfortunately, failed to realise the significance of providing some of the comparatively minor and easy stipulations such as the provision of vacuum flasks/jugs, call bells, radio sets, etc. Similarly in the case of restaurants too, another early inspection might be carried out. It is, however, not meant that this suggested re-inspection should be of *all* estab-

lishments once over again. Only new hotels or those establishments which have made the necessary improvements or those about which there might have been reliable reports before the Government of deterioration in standards, need be inspected within the next one year.

19. Detailed periodic inspections of all establishments in the country is also necessary and it is suggested that such check-ups or re-classifications should take place once every three years. For this purpose a Standing Committee consisting of a representative of the Department of Tourism, Government of India, a representative of the Federation of Hotel & Restaurant Associations of India and one public man, may be constituted. It is further suggested that in order to maintain necessary continuity of ideas in its approach to the subject, at least one member of the present Hotel Classification Committee, if available, should be associated with it.

20. To maintain the standards in hotels and restaurants in between the three-yearly inspections, four Regional Standing Committees, under the direction of the Central Standing Committee, should be set up. The Regional Standing Committee should consist of the Regional Tourist Officer, a representative of the Regional Hotel & Restaurant Association and a public man from the region. The local health officers should also be associated with the Regional Standing Committees.



## CHAPTER V

### PROBLEMS OF THE HOTEL INDUSTRY

#### *(a) Drawbacks of old hotels*

21. The Committee noticed that quite a number of older establishments, big and small, suffered from constructional problems mainly because of the change of ideas about comfort and convenience that has taken place with the changing of times. For example, the provision of a common verandah running in front of a number of rooms seems to have been once quite popular. But the present day hotel-guests definitely prefer more privacy and would welcome an exclusive balcony or window. It is therefore unfortunate that even some of the new constructions have gone in for this common verandah running in front of all rooms, thereby depriving the residents of their much-cherished privacy. In a few cases it was even noticed that the doors of the private rooms opened out into the dining room! Spacious halls, high ceilings, large windows etc. in some of the older hotels do not lend themselves to providing better comforts such as effective airconditioning etc. at economic rates.

#### *(b) Non-cooperative landlord*

22. By far the oft-repeated hindrance to improvements in many hotels was the non-cooperative landlord who objected to any alterations in the building being made by the hotel management. Unfortunately most of the buildings did not belong to the managements.

#### *(i) Short-sighted planning*

23. At the same time, some of the drawbacks in the establishments were also due to the short-sightedness of the hotel managements themselves inasmuch as they had sacrificed almost all available public-room space for the sake of more commercial returns. This left hardly any space for the residents to lounge in comfort or receive their guests or talk to them at leisure.

#### *(d) Unsuitable buildings*

24. Some of the hotels were also found to be housed in premises which were obviously not built as hotels. Their rooms were of odd sizes and shapes and often widely spread-out.

#### *(e) Trained personnel*

25. From an analysis of the ratio of hotel rooms to the hotel staff (Appendix VI) it will be seen that in India, even in a one star hotel the ratio is more than one staff-member per room. In the Five Star category this works out to more than three. The main reason for this is that the hotels lack time and labour-saving gadgets such as electrical and gas appliances so common in the West. Another reason for such large staffs is the fact that the majority of them are often untrained, inexperienced and inefficient. The Committee noted with great disappointment that not even one per cent of the staff, in all the 186 establishments selected for classification, had any proper training. This is a very sad state of affairs. Serving a modern hotel guest is a specialised task inasmuch as the tourist demands have become more and more exacting. In the case of high priced establishments especially, the guests are often very fastidious. Further, the international tourist who makes use of our hotels is sure to compare the service in our hotels with what he gets in similar establishments in other parts of the world. An army of attendants does not necessarily mean increased efficiency of service. On the contrary, it might often hamper good service as the inexperienced or untrained staff are likely to come in each other's way, as well as in the way of the guest himself. Too many staff members walking in and out of a room disturbs the peace of the guest. It also tends to diffuse responsibility for service. One man to bring in the tea, another to take away the tray, a third to clean the bedroom, a fourth to clean the bathroom, a fifth to attend to the room service, a sixth one to collect the laundry and so on and so forth, confuses the guest. Often they also embarrass him especially as when a whole lot of attendants line up before the room at the time of the guest's checking out. Also many a visitor has complained of the floor-room staff walking into the rooms after merely knocking at the door and without waiting for permission to enter. Many others have complained about the orders not being complied with at all, or carried out after hours of waiting. May be, the waiter or the room boy cannot realise

the annoyance caused to the guest by such imperfect service. Often the tourist is impatient and expects prompt and efficient service. Even a well-decorated and luxurious hotel will come down in the estimation of the guest if its service suffers in comparison with similar establishments in other parts of the world. One method for improving the efficiency of service is to recruit experienced staff from other hotels. Obviously this will harm the "other hotels" wherefrom the staff has been 'pinched'. This will create unhealthy rivalry and unnecessary heartburning amongst the hoteliers. Hence the only solution to the lack of trained personnel is to establish a number of good training centres for the hotel staff. In spite of the high school or university education of the reception staff many of them lack the finesse, courtesy and helpful attitude of their counterparts in other parts of the world. So the need for proper training of hotel staff at all levels cannot be over-emphasised. The two existing hotel training establishments in the country (with another 2 expected to come up in the near future) can hardly touch the fringe of the problem. The Committee feels that there should be a training school in each State capital. Also refresher and short-craft courses as well as diploma and degree courses should be arranged in our polytechnics and universities. Only by this method the problem could be tackled successfully.

26. However, the implementation of the above suggestions will take time even if the decision to start such institutions is taken right now. Our hotels are suffering from lack of trained staff and the good name of the hotel industry is at stake. The hotel worker, unlike a trained mechanic, deals with human beings; his conduct and efficiency will reflect on the good name of our country as most of the people he deals with are educated, intelligent and well travelled persons.

27. While the need for trained junior staff is urgent, the need for senior trained staff in the hotels is immediate. Whereas a waiter or a room boy can be trained by a short craft course, a Reservation Manager, a Food & Beverage Manager, a Catering Superintendent, a Floor Manager, an Assistant Manager or a Chef de Cuisine cannot be trained efficiently in India at present as there are no suitable establishments to impart such training. It would not be realistic to depend on our two existing institutions to give us the required number of trained senior staff needed by all the hotels in this country in the immediate future. The Committee therefore feels that until our country is in a position to turn

out sufficient number of properly trained supervisory staff it is essential that:—

- (i) an adequate number of deserving candidates should be permitted to undergo training in well-established hotel training schools in foreign countries.
- (i) foreign managerial staff should be allowed to take appointments in India, until we have sufficient number of our own fully trained experienced personnel.

Government should also ensure that the candidates selected for training abroad are carefully chosen from

- (a) those who have already been working in recognised hostels for a minimum period of two years; and
- (b) those who have obtained a diploma or degree from any of the existing recognised hotel training institutions in this country.

All those who are selected for training abroad must be prepared to execute a bond ensuring that they will return to India after successfully completing the training in the minimum prescribed period of time.

(f) *Official restrictions*

28. The Hotel Standards & Rate Structure Committee had dealt in detail with the question of the control of hotel rates existing in Bombay city. While there is no question that controls were necessary due to special conditions prevailing during and immediately after the Second World War, the Committee regrets to point out that the rigid control on hotel-rates that exists in Bombay has affected the hotels adversely in their day-to-day business as well as in their endeavour to improve the standards of their establishments. The Deptt. of Tourism has been constantly urging the hotels all over India to improve their standard of amenities and facilities. However, any improvement, major or minor, costs money. But unless a hotelier is assured of fair return for his investment, there will be no incentive for him to improve his hotel. It is learnt that the Bombay Hotel Control machinery does not allow sufficient enhancement of hotel rates in certain cases. The official argument is said to be that when a hotel effects improvements, it improves its own property and automatically gets better business. But

where acute shortage of accommodation already exists, the question of increased occupancy does not arise. In such cases, unless the rates are raised to give a fair return for the extra investment by the hotelier, "better business" has no meaning. Hotel equipment and hotel renovations are expensive items and unless the hotelier is prepared to invest fresh capital, such improvements cannot be effected. But investment of fresh capital will not be encouraged if the official controls deny a fair return on investment. Now that the classification of hotels on an all-India basis has been completed, it should be easier for the authorities concerned to assess the reasonableness or otherwise of the enhanced rates requested for by the establishments concerned. The Committee sincerely feels that the Government of Maharashtra, in conformity with its policy to encourage tourism, will pay due regard to this genuine hardship of some of the older hotels of Bombay and see that this city which has set an example to the rest of India by the addition of some good new hotels gives the old ones also a chance to improve their standards. For this purpose, some increase in rates is unavoidable and it is felt that the present controls should be applied a little more scientifically.

(g) *Shortage of modern equipment*

29. There has been a revolutionary progress in hotel equipment which goes to save labour, time and space, ensures efficiency of service and better hygienic conditions. The greatest advantage of these mechanical gadgets is the saving of time. This is very important since the hotel guests, whether they be tourists or businessmen or just plain holiday makers are usually impatient. For them prompt and efficient service could be ensured by installing modern hotel equipment and appliances. The equipment belonging to the above category are washing machines, silver burnishing machines, food lifts, cooking ranges, ovens, boilers, grinders, meat mincers, vegetable peelers, vegetable cutting machines, food-warmers, hot-plates, butter patting machines, ice cube making machines, ice cream making machines, deep fat fryers, special coffee making machines, mixers and a number of other kitchen and pantry equipment, none of which is manufactured at present in India. The Committee is however aware that watercoolers, ice cream storage cabinets, ice boxes, deep freezers and the like are now being manufactured in this country. Hot water geysers, large-size water-boilers and cooking ranges (oil or coal fired) are also made indigenously although

there is still more room for their improvement. For the kitchen and pantry equipment mentioned above, therefore, the hoteliers will have to rely on imported equipment and the grant of Actual Users' Licences to the hotels catering to foreign tourists may be liberalised.

30. Coming to the dining room equipment, good quality crockery, cutlery and stem-glassware have to be imported. It was a constant complaint to the Committee from almost all the establishments that the hotelware crockery available in the country was not of good standard. Chipping, warping and breaking were so frequent that Indian crockery became terribly expensive. The tendency on the part of some of the hoteliers to make-do with the chipped crockery for the sake of economy led to serious problems of hygiene. The Committee is aware that India now has good quality domesticware crockery, but it is not understood why hotelware crockery of good quality should not also be produced in this country. Besides the complaint about chipping, breaking and warping, there were innumerable complaints about the imperfect badging and banding. In fact one of the new luxury hotels which had got substantial quantity of specially ordered crockery from an Indian manufacturer, had complained that within a few weeks of the crockery being put to use, the hotel monograms on the crockery started fading badly and when the hotel complained about it to the manufacturer the reply was to offer a small rebate on the original price. Since the Government allow hardly any import of crockery it is suggested that the Development Wing of the Government should keep a close check on the manufacturers and ensure that good quality of hotelware crockery is guaranteed. The Committee would meanwhile request the Government to allow the import of a reasonable amount of superior quality hotelware crockery.

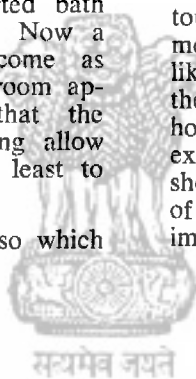
31. In the matter of E.P.N.S. tableware made in India, the Committee was pleased to observe the progress made so far. But this is not yet fully satisfactory and there were many complaints about the lasting quality of the plating as well as the lack of temper of the cutlery articles. The stainless steel tableware made in India was also of a very poor quality and did not compare favourably with the imported tableware of even mediocre variety. With regard to the table-knives, the blades of required quality are still to be produced in India. Hence Actual Users' Licences for these also may be granted in sufficient quantities to all deserving

hotels. With regard to glassware, while tumblers and jugs are available in the country, stem-glasses, highball glasses and beer mugs are not yet made in India and so they too should be allowed to be imported in reasonable quantities.

32. In the case of sanitaryware fittings, though commodes, lavatory-basins and urinals are now being manufactured in India, the Committee feels that this equipment is below the standard of those produced in Europe, America or Japan. The mediocrity of such equipment would stand out conspicuously in the bathrooms of superior or luxury class hotels where the rest of the appointments are of a much higher quality. The Indian made sanitaryware will look austere in the company of an imported bath tub installed in the same bathroom. Now a days bathroom appointments have become as important as the living room and bedroom appointments. The Committee feels that the Government should for the time being allow reasonable imports of these items, at least to the better class hotels.

33. There are a few other items also which

a good hotel will need and which at the moment are not manufactured in India. For these import licences may be granted according to the needs. They are, for example, pianos where ballroom facilities are provided; record players and taperecording equipment where relayed music is provided; filtration and underwater lighting equipment for swimming pools; chillers, controls and coolers for refrigeration and central airconditioning plants. Also a reasonable amount of import might be allowed for certain essential ingredients used in the preparation of Continental and Eastern dishes. In the case of beverages, India at present produces good quality rum, beer and gin, but import will be necessary of other items like spirits, liqueurs and wines especially for hotels catering to foreign tourists. Considering that the imported equipment element even in a Five Star hotel is not likely to constitute more than 10 per cent of the total cost of the hotel, and considering that hotels play an important part in earning foreign exchange, it is suggested that the Government should give special consideration for the needs of the hotel industry in the matter of essential imports.



## CHAPTER VI

### SPECIAL OBSERVATIONS

#### *Airconditioning*

34. Economy of space and compactness of rooms are important in efficient airconditioning of the hotels. It needs no special evidence now a days to prove that airconditioning is a necessity and it is no longer looked upon as a luxury. It is a normal amenity expected by travellers all over the world. Even in countries with temperate climates, airconditioning has become a common feature of all medium and higher class hotels. Hence in India where the summers are long and the mercury soars higher than in the countries from which the bulk of our tourist traffic comes airconditioning in the medium and higher class hotels is a 'must'. Considering that the average age of the tourists coming to this country from abroad is well past fifty and that the local sightseeing etc. is much more taxing for them than in cooler countries, airconditioning of rooms is perhaps the only way to attract such tourists to our country outside the winter months. From the economic point of view also it is beneficial since airconditioned rooms do induce the tourist to stay longer at a place, which in turn means more money for the country. Especially this is true in metropolitan cities, where space is scarce and the hotel rooms have perforce to be small. No wonder that many hotels all over India are now endeavouring to aircondition more and more of their guest rooms and public rooms. It is precisely for this reason that the criteria for classification also laid special emphasis on airconditioning. At present only about one-fourth of the total number of rooms in the hotels classified by the Committee are airconditioned. The Committee however feels that in any future classification the minimum percentage of rooms to be airconditioned should be not less than 25 per cent in one Star category, 50 per cent in Two Star category, 75 per cent in Three Star category and 100 per cent for Four and Five Star categories. Also, all hotels should be encouraged to have central airconditioning with controls installed in each room so that the temperature can be adjusted according to the needs of the individuals. Central airconditioning also reduces noise and improves the aesthetic appearance of the rooms.

#### *Attached bathrooms*

35. Special emphasis must also be laid on the provision of attached bathrooms for all guest rooms. They may not be a 'must' in hotels in cold countries. But in a country like India an attached bathroom with toilet, wash-basin and shower is of utmost importance. In fact 90 per cent of the rooms in the classified hotels have attached bathrooms. But the Committee would like to recommend that for future classifications, all bed-rooms in Two, Three Four and Five Star hotels must have attached bathrooms. As regards One Star hotels at least 50 per cent of their rooms must have attached bathrooms and there should be one common bathroom in the ratio of 1 for every 3 of the remaining rooms. It is however necessary that all rooms without attached bathrooms must have wash basins with running cold water. Running hot water should be a 'must' in the case of all Two Star and higher star category hotels. Even in One Star hotels (situated in cold regions) there should be running hot water in all bathrooms. Central boiler system should be preferred, but where it is not practicable, geysers must be used. In this connection, the capacity of the geysers used in many of the hotels was found to be inadequate and the Committee feels that a minimum of 10 gallon geyser for a single room and a 15 gallon geyser for a double room is necessary to ensure adequate supply of running hot water.

#### *Kitchen and washing arrangements*

36. The need for having a supply of running hot water for washing crockery, cutlery, glassware and kitchen utensils cannot be over-emphasised. Quite a number of the hotels inspected by the Committee did not have running hot water in their kitchens, sculleries and pantries. The supply of hot water by buckets or pails is unsatisfactory for cleaning purposes. In all such cases hygiene is the first casualty. Dipping dozens of greasy plates, forks and spoons in the same two or three gallons of water in a sink or pail is highly unsatisfactory and positively objectionable. The condition

that running hot water should be there for the washing of kitchen utensils, crockery, cutlery etc. must be made compulsory even in the case of a One Star hotel. The Committee regrets to state that whereas in the matter of comforts and appointments provided in private and public rooms, the hotels in India are making steady progress, and in some cases can compare favourably with the better class hotels abroad, in the matter of kitchen, scullery and pantry hygiene, even some of our luxury hotels have fared rather badly. The Committee would therefore like to recommend strongly that for purposes of future classifications, provision of a hygienic kitchen, pantry and scullery should be made an

essential precondition for any grading. Also the climatic conditions in this country require that the hotel managements should be more alert in the matter of keeping the kitchens, sculleries, pantries and cold storage equipment free from cockroaches and other pests. The Committee was disappointed to find that in some hotels the managements seemed to think that their responsibility for keeping the kitchen etc. free from pests, ended with their appointing a pest control firm to do the job for them. This is not enough and the managements should take special care to see that no pests contaminate the food in the kitchen, pantry etc., or are seen running around in the living rooms.



## CHAPTER VII

### INDIAN STYLE HOTELS

37. According to the terms of reference, the Committee was to classify all hotels which were in a position to cater to tourist traffic and which had applied for classification. The term 'tourist traffic' means, tourist traffic both Indian as well as foreign. Proceeding on the assumption that the emphasis was on attracting tourists from abroad (so as to earn more foreign exchange) the criteria laid down the amenities usually expected by foreign tourists and by domestic tourists of medium and high-income groups. The provision of carpets and vacuum flasks in private rooms, the provision of showers or long baths in the bathrooms, the provision of Indian as well as continental cuisine, the provision of good crockery, cutlery and glassware, as also the provision of dance music, ballroom facilities, floor shows etc. were mainly meant for the sake of international clientele who are used to such amenities in similar class of hotels in other parts of the world. Considering that the majority of the Indian clientele who use upper class hotels also prefer western style W.Cs to Indian style W.Cs, some emphasis was given for the provision of this facility as well. Unfortunately the Indian style hotels could not obtain sufficient marks in these special items and therefore could not hold their own against hotels which provided all these facilities. In the matter of public room facilities and general amenities the Indian style hotels have made ample provision. Yet if a hotel had no proper carpeting, no vacuum flasks, no shower and western style W.Cs in the bathrooms, or if its cuisine consisted of only Indian-style vegetarian meals, the hotel naturally could get only lesser number of marks. Another item in which the Indian style hotels failed to get marks was Bar or Permit Room facilities which, as a rule the Indian style hotels did not provide for. The Committee however was impressed with the arrangement for holding cultural shows which served as substitutes for dance band and ballroom

facilities. In the matter of lifts, bookstalls and money changers' licence also, the Indian style hotels did not come up to expectations. If only these hotels in places like Madras, Bangalore, Ooty, Mysore, Cochin, Salem, Mangalore, Bellary and Hubli could provide the missing items, they will surely be able to make a higher star category than what they have secured at present. On the other hand, credit should go to some of these hotels for maintaining a high standard of cleanliness in the private rooms, kitchens and pantries. It is also noteworthy that in spite of such liberal allotment of space for conferences and cultural shows etc., they have been able to provide room and board at very economical and attractive rates to the customers. These hotels have undoubtedly thrived on high occupancy ratio and on catering for receptions, conferences etc. But unlike the "Rykons" (Japanese-style hotels) of Japan they have not been able to attract as many foreign travellers as they really should. By providing certain basic amenities in the bedrooms and bathrooms which the foreign tourist requires, the Indian style hotels should be able to attract a large number of international clientele, as there is no doubt that a foreign tourist will very much wish to stay in an Indian atmosphere hotel for a change. Vegetarian meals, especially if they are of wide variety (as they usually are in most South Indian hotels) and served on tables, with linen, crockery and cutlery, will be greatly relished by the foreigners. They will also get an opportunity of seeing how our people eat from "thalis" or from plantain leaves and try it for themselves too, should they so desire.

38. With the attractive surroundings and various amenities provided by South Indian hotels, along with the personalised service that they are known for, a bright future is in prospect for such type of hotels in other parts of India as well.

## CHAPTER VIII

### TOURIST BUNGALOWS AND CIRCUIT HOUSES

39. There is no legal definition of the word "hotel" in India. The word "hotel" has been used in the context of hotels, hostels, pensions, boarding houses and even mere cafes and restaurants. However, the first item in the criteria sheets drawn up by the Committee had stipulated that hotels should be in a good locality; should be suitable for hotel purposes and should have a minimum of ten rooms. All the same, depending on the size of the town or other special considerations, the Committee decided to consider establishments for classification even though they had less than ten rooms. In this category came some of the Tourist Bungalows run by State Governments. The Committee was impressed with the location, upkeep and maintenance of some of these establishments and were pleased with the efforts being made by the State Governments to improve them further. However, in a majority of the cases these Tourist Bungalows, Guest Houses or Circuit Houses, as they were variously described, lacked in certain minor, yet essential, facilities and amenities. Some establishments had extensive grounds, gardens, lawns, driveways, boating facilities, spacious lounges, expensive furniture etc. but lacked certain basic necessities like showers and running hot water in the bathrooms, call bells and vacuum flasks in the rooms, or lamps on writing, dressing and bedside tables. Such establishments could not be categorised in the higher classes as the other luxuries provided by them could be taken into consideration only after the basic amenities had been provided. For this reason some of the Tourist Bungalows of the Kerala Government and hotels like the Bikaner Palace in Mount Abu and the Laxmi Vilas Palace in Udaipur failed to get a higher number of stars though they were housed in imposing buildings and had plentiful greenery, gardens and public room facilities. The Committee would therefore urge the authorities concerned to pay more attention to the room and bathroom appointments as well as kitchen and pantry equipment in order to enable such establishments to get the Stars that they really deserve. The kitchens, pantries and sculleries in the Tourist Bungalows and Circuit Houses, in spite of their being spacious and well ventilated,

needed a lot of improvement by way of tiled dado, flyproofing, provision of tables and shelves covered with smooth, impervious and washable materials like stainless steel and aluminium, providing chimneys, exhaust fans and an adequate three-sink washing arrangement with running hot and cold water supply for washing crockery, cutlery and utensils. In some of the Tourist Bungalows the kitchens were housed in detached buildings with the result that food had to be brought to the Dining Rooms in the open. Since there was a lot of verandah space available behind the Dining Rooms in such establishments, it was suggested that neat and compact kitchens should be provided in such verandahs. The Committee feels that the State Governments and other authorities who own these Tourist Bungalows should pay special attention to the providing of clean, hygienic and well equipped kitchens in order to make such Tourist Bungalows compare favourably with the better class hotels in the country. Fortunately, many of the Tourist Bungalows are situated in very good localities and have plenty of space and greenery around them. Some of them are situated on the sea shore or on the banks of lakes and rivers or on top of hills. It is difficult to get such locations and buildings these days. At any rate, no private hotelier can hope to put up a hotel at such places and run an eight or ten room unit with profit. The State Governments are fortunate to have these Tourist Bungalows and Circuit Houses, but they have to provide some more room appointments, airconditioning and running hot water facilities in the rooms, as well as better kitchen and pantry arrangements to make such establishments compare with superior class hotels. The Committee feels that this is not at all a difficult proposition. We would therefore urge the authorities concerned to pay special and urgent attention to this matter. Situated as they are, usually, in inviting surroundings and housed as they are in palatial buildings, such Tourist Bungalows and Circuit Houses could become something of a tourist attraction by themselves.

40. In this connection the Committee would like to commend to the State Governments the



example set by the Jodhpur Circuit House which has been categorised as a Two-Star establishment. This Circuit House which is run by the Rajasthan State Government is housed in a simple and unostentatious buildings. But it has almost all the amenities which the Committee was looking for in a Two-Star establishment. The Jodhpur Circuit House does not have the benefit of any special location, size or space which some of the more fortunate Tourist Bungalows in other parts of the country have. But it has shown the way for other Tourist Bungalows as to how the provision of the basic amenities and a high degree of efficient management can enable a simple establishment to get better categorisation.

41. Being housed mostly in large buildings with spacious rooms, with high ceilings and wide verandahs the rooms in the Tourist Bungalows do not lend themselves easily to air-conditioning; but some way will have to be found of making more rooms in the existing space. Perhaps this could be done by making two rooms out of one by providing an additional bathroom. It is felt that the very small number of rooms that many of the Tourist Bungalows possess at present make it rather difficult for them to be run economically. At any rate, the provision of larger number of rooms—say ten or twelve rooms per Tourist Bungalow—seems an urgent necessity in the context of the increased number of tourists that visit these places annually and also due to the fact that Ministers and Government officials still make use of these Tourist Bungalows on their rounds of duty. But the most urgent need of all these Tourist Bungalows is the improvements necessary in the kitchen, pantry and scullery arrangements as in this particular matter the Tourist Bungalows and Circuit Houses compare rather unfavourably with their hotel counterparts.

42. The Committee was rather disappointed to see that even in the new Tourist Bungalows recently put up by the Government of India, not much attention has been paid to kitchen and washing arrangements. Even in the eight and ten room Tourist Bungalows the space allotted to kitchen and pantry is extremely limited, the washing arrangements provided thoroughly inadequate and tiled dado and exhaust fans almost non-existent. Supply of running hot water in the kitchen and scullery sinks has also not been thought of. The Committee would therefore urge the authorities concerned to see that these essential items are provided for in the kitchens, pantries and sculleries of all the Tourist Bungalows. The idea of three sinks for the washing,

rinsing and sterilising of cutlery and crockery cannot be over-emphasised and the present arrangement of having only one sink—often without even the supply of running hot water—is not conducive to good hygiene and the Government establishments should set an example to the private sector in this matter.

43. The Committee would also like to suggest that in all future constructions the system of having a common verandah in front of the guest rooms should be avoided with a view to providing more privacy to the residents. It is also felt that, as far as possible, if a good view of the neighbouring monument or scenic spot is obtainable from the Tourist Bungalow, efforts should be made to afford such a view through the windows or balconies of the private rooms rather than from the common verandah where there is not much of privacy. Furthermore, it is felt that the provision of only four or six rooms in a Tourist Bungalow would make the unit uneconomical besides proving inadequate when groups of tourists or whole families arrive on a single day, a feature which is not too uncommon. The Committee would therefore suggest that a minimum of ten rooms should be provided in all the Tourist Bungalows to be built by the Central or State Governments in future.

44. One other defect the Government-run establishments—whether hotels, Tourist Bungalows or Circuit Houses—invariably suffer from is the multiple control of such establishments. The day-to-day management is entrusted to one Department, the maintenance of the building is left to the P.W.D. and the catering arrangements are entrusted to some other party. With such an arrangement the responsibility for the running of the establishment is diffused and dissipated. Even some of the larger hotels run by the Central and State Governments seem to suffer from such unfortunate arrangements. It is the Committee's firm view that the entire responsibility for the maintenance, management and catering should be entrusted to the agency which is in direct charge of the establishment. The persons chosen to man the senior or supervisory posts in such establishments should be trained and experienced besides being smart and efficient. Such staff should also be given the pay and facilities which similar staff receive in comparable establishments in the private sector. The Committee could not believe when it was informed that the manager of a large hotel run by a State Government was not allowed to eat in the hotel as the "rules did not permit it!"

## CHAPTER IX

### MORE HOTELS NEEDED

45. That a country like India with scores of tourist attractions and dozens of cities with populations of half a million or more has only 7085 hotel rooms (Details statement at Appendix VII) is a clear indication of the pitifully small accommodation facility we have in this country. Even after adding the available accommodation in the 7 or 8 hotels that have for various reasons not offered themselves for classification and recognition, the total hotel capacity in the whole country does not go beyond 7500 rooms. The fact that more than half of these rooms are in One and Two Star categories highlights the paucity of hotel accommodation of superior class. It is a well known fact that tourist arrivals in this country have increased by more than 500% in the last 12 years, whereas the addition to the hotel rooms capacity in the same period has not amounted to more than 60%. It is true that in no country in the world the hotel room capacity has kept pace with the increase in tourist traffic, but in no country, with the possible exception of some less advanced ones, the progress in hotel construction has been so poor as in India. Compared to what has been happening in cities like Bangkok, Hong Kong, Manila, Tokyo and Beirut, the progress in India in hotel-room capacity is extremely poor—nay almost negligible. In the resort areas of the Caribbean Isles and Hawaii and in Japan and Hong Kong, luxury hotels with hundreds of rooms are coming up almost every month. The faces of cities like Hong Kong, Tokyo, Honolulu, Las Vegas, Miami, Mexico City, Acapulco, Nassau, Montego Bay, San Juan and Beirut are unrecognisable today because of the dozens of ultra modern streamlined luxury hotels that have sprung up in the last few years on the wave of the tourist traffic to these cities. The fact that a city like Hong Kong whose tourist arrivals are hardly four or five times that of Delhi, Bombay and Calcutta combined, has in the last seven years added nearly 5000 luxury hotel-rooms and that Tokyo also has added an equal number of rooms in the same period, shows the disparity in the hotel accommodation situation between India and the places mentioned above. Considering that Delhi, Bombay and Calcutta put together have had an addition of only about 1000 hotel rooms, not all of which, unlike Tokyo and Hong Kong, are of interna-

tional standard, this disparity is still more highlighted. That this great lacuna in hotel room capacity has been a serious deterrent to tourist traffic to India, anybody who is conversant with the subject will agree. The Committee would therefore urge the hotel industry and the Union Government and the State Governments to pay greater attention to the solving of this problem.

46. That the extreme shortage of hotel accommodation also results in high prices in some cases should also not be forgotten. If the tourists are to have a fair deal, there must be competition among the hoteliers, and if there is to be any competition among them, there must be more hotels. But more hotels cannot come up merely by wishing for them. Hotels, unlike other commercial or industrial enterprises, cannot be built anywhere and everywhere. A hotel is to be built either in a central business-area or in a fashionable residential area. In sea-side or lake-side towns, the hotels must have a good view, but the cost of land at such choice places is undoubtedly prohibitive. Hoteliering being not too lucrative a line, acquiring of such sites for hotel purposes is almost impossible, unless the Central Government, State or Municipal authorities, wherever they own such pieces of land, make them available to the hoteliers at reasonable rates. The Committee is aware of the Tax Holiday and the facility for getting finance from the Industrial and State Financial Corporations, but it is felt that in order to enable all categories of hotels to get loans more readily, it is necessary to create a special fund which can advance loans to both new and existing hotels on easy terms.

47. The tendency for building hotels in downtown or business-areas is receding. A good hotel can prove useful and be run successfully even if it is built in residential and semi-residential areas as long as the surroundings are pleasant and attractive. However, in many places there seem to be restrictions imposed by Governments or Municipal authorities for the building of hotels in residential areas. Such restrictions will have to be relaxed if the hotel industry and the tourist industry are to be developed. In the opinion of the Committee putting up of

hotels in residential areas should not be considered as an unwelcome intrusion, but a welcome addition to the neighbourhood. After all, a hotel is not a factory or a warehouse but a piece of good architecture used as a common residence for a number of visitors.

48. One other reason for the negligible growth of the hotel industry in this country is lack of capital and foreign exchange and to some extent even the technical know-how. Hotel planning and construction is an advanced science and the trends in hoteliering are changing from day-to-day. In order to keep abreast of these trends, it is not only necessary to send some of our architects and engineers abroad to learn hotel construction, but also to allow known foreign

hoteliers to collaborate with the Indian sponsors to jointly put up hotels and to run them in the initial stages. Many a country has benefited by such an arrangement, the countries in our own region being Pakistan, Lebanon, Egypt, Indonesia, Thailand, Hong Kongs, Philippines and Japan. Foreign collaboration will also to a large extent help solve the problem of financing and finding foreign exchange. Hotels built with such collaboration will also serve as pace-setters for others. The Committee therefore feels that the Government should look upon this problem more liberally and allow a few hotels to come up with the help of well-established foreign collaborators at least in centres like Bombay, Delhi, Calcutta and Madras.



## CHAPTER X

### RESTAURANTS

49. The task of inspecting and recommending restaurants for Government's recognition had been given to the Committee as the list of recognised restaurants maintained by the Department of Tourism was essentially of an ad hoc nature and new restaurants were coming up for recognition from time to time. All such applications were kept pending as the Government were going to set up the Hotel Classification Committee and that Committee was going to be entrusted with the work of inspecting the restaurants along-side the hotels. The Committee accordingly formulated the criteria (Appendix VIII) and invited applications. But the applications from those restaurants which formed part of a hotel were not considered, as such restaurants were going to be covered by the recognition granted to the hotels to which they belonged. A list of such restaurants is at Appendix IX. Out of 123 restaurants inspected, 59 were considered suitable for recognition. A list of such restaurants is placed at Appendix X. It will be seen that among the 59 restaurants recommended for recognition, 10 restaurants are in Delhi, 17 in Bombay and 13 in Calcutta. The remaining 19 are distributed in 15 cities. The concentration of restaurants in the three major cities is also an indication of the restaurant-going habit of the citizens there.

50. The Committee was impressed with the decor and furnishings in most of the restaurants. The wide variety of cuisine also spoke well of the skill of the chefs. A couple of restaurants had Continental chefs while many of the restaurants serving Chinese food had Chinese cooks. The 'tandoori' chicken seems to have become a universally popular dish in India and "tandoors" (ovens) are now to be found even in the restaurants in Madras and Bangalore. The South Indian 'dosa' has also started making its appearance in restaurants in many cities outside

South India. Another thing which was prominently noticeable in all restaurants was the espresso coffee machine. Apparently the popularity of espresso coffee seems to be still increasing.

51. The furnishing and decor of the restaurants, the quality of the crockery, cutlery and table linen, as also the wide variety of menu presented by them, are the attractive features of the restaurants approved by the Committee. But not all the restaurants could be complimented on their kitchens, pantries, sculleries and the public cloak-room facilities. Most of them do not have enough space for kitchen and in some cases no adequate washing arrangements. Almost every available inch of space seems to have been utilised for restaurant seats. The Committee, however, was aware of the limitations that the restaurateurs have in the matter of remodelling or renovating of their premises which were not built as restaurants originally but were only shops or showrooms etc. Even some of the good restaurants had only one cloak room and that too quite cramped. The Committee gave suggestions for improvement in cases where such improvements were possible and the Committee was glad to see that some of the suggestions were promptly put into effect by the establishments concerned. It is however apparent that an effective control will have to be exercised by the authorities to see that no new restaurants which do not possess adequate cloak-room facilities for gents and ladies separately, or which do not possess adequate and properly ventilated space for kitchen, pantry and scullery are given licences in future. The Committee regrets to say that by and large the kitchen hygiene in many of our restaurants leaves much to be desired, and unless there is effective periodical surprise checks from Health authorities, these kitchens may prove to be a source of danger to the health of the

customers. The Committee is constrained to say that the Municipal Health check carried out in many of the places is far too inadequate and ineffective. The Committee would therefore urge the State and Municipal authorities concerned to give special attention to this matter as a restaurant or a hotel which has an elegantly furnished dining hall but an ill-maintained kitchen

will prove a trap to the clientele and not a place where the customers can eat with confidence. The Committee would also appeal to all future restaurant owners to see that they give as much, if not more, attention to kitchen, pantry and scullery plans as they do to their restaurant proper.

New Delhi, Friday the 30th of August, 1963.

Sd/- G. R. KADAPA  
Chairman

Sd/- L. C. NIRULA  
Member

Sd/- Col. G. V. RAJA  
Member



## SUMMARY OF RECOMMENDATIONS

1. In view of the fact that the Ashoka Hotel, New Delhi, stood out prominently and obtained a substantially higher number of marks than the rest of the Five Star hotels, it may be categorised as a hotel belonging to Five Star De Luxe (\*\*\*\*\* De Luxe) category.

(Para 14, Chapter III)

2. Since a very high percentage of tourists visiting this country are from cold weather regions, new hotels should give high priority for airconditioning and even the existing hotels should make every effort to have a reasonable number of rooms and public rooms airconditioned.

(Para 15, Chapter III)

3. The Department of Tourism should insist on all classified hotels on having a Money Changer's Licence from the Reserve Bank of India as such a facility is necessary in all such hotels. The Department of Tourism should assist the hotels in getting such a licence.

(Para 16, Chapter III)

4. Bookstalls/News-Stands where newspapers and magazines, tourist literature, picture post-cards, photo films etc. can be had should be provided in all the Three, Four and Five Star hotels and even in One and Two Star hotels in resort towns and tourist centres.

(Para 16, Chapter III)

5. The next inspection of the hotels which are newly constructed or which have improved their standards or have deteriorated in their standards should be carried out not later than 12 months from the date of submission of the Hotel Classification Committee's report.

(Para 18, Chapter IV)

6. Detailed periodic inspections of all establishments in the country should take place once every three years. For this purpose a Standing Committee consisting of a representative of the Department of Tourism, Government of India, a representative of the Federation of Hotel & Restaurant Associations of India and one public man should be constituted.

(Para 19, Chapter IV)

7. Four Regional Standing Committees should be set up to maintain the standards in hotels and restaurants in between the three yearly inspections. These Regional Standing Committees should function under the direction of the Central Standing Committee.

(Para 20, Chapter IV)

8. There should be a training school in each State capital and refresher and short-craft courses as well as diploma and degree courses should be arranged in our Polytechnics and Universities.

(Para 25, Chapter V)

9. Until sufficient number of properly trained supervisory staff are available, an adequate number of deserving candidates should be permitted to undergo training in well-established hotel training schools abroad and foreign managerial staff should be allowed to take appointments in India.

(Para 27, Chapter V)

10. Government should ensure that the candidates selected for training abroad are carefully chosen from

- (a) those who have already been working in recognised hotels for a minimum period of two years,
- (b) those who have obtained a diploma or degree from any of the existing recognised hotel training institutions in this country.

The candidates so sent abroad must be prepared to execute a bond ensuring that they will return to India after successfully completing the training in the minimum prescribed period of time.

(Para 27, Chapter V)

11. Now that the classification of hotels on an all-India basis has been completed, present control on hotel rates existing in Bombay and elsewhere should be applied more scientifically and enhancement of rates allowed in deserving cases in order to enable older establishments to improve their standards.

(Para 28, Chapter V)

12. In order to ensure prompt and efficient service to the hotel guests, installation of modern hotel equipment and appliances is necessary and the grant of "Actual Users" Licences in respect of kitchen and other appliances not yet manufactured in India may be liberalised in respect of hotels catering to foreign tourists.

(Para 30, Chapter V)

13. A reasonable quantity of E.P.N.S. and stainless steel tableware and cutlery and glassware (except tumblers and jugs) may also be allowed to be imported by deserving hotels.

(Para 31, Chapter V)

14. In view of the fact that sanitaryware of the required quality is not yet available in India and since bathroom appointments are as important as the living-room and bed-room appointments, reasonable imports of these items at least to the better class hotels, may be allowed for the time being.

(Para 32, Chapter V)

15. Considering that the imported equipment element even in a Five Star hotel is less than 10% of the total cost of the hotel and considering that hotels play an important part in earning foreign exchange, Government should give special attention for the needs of the hotel industry in the matter of other essential imports such as central airconditioning equipment, swimming pool equipment, provisions, beverages etc.

(Para 33, Chapter V)

16. In any future classification, the minimum percentage of rooms to be airconditioned should be not less than 25% in One Star category, 50% in Two Star category, 75% in Three Star category and 100% in Four and Five Star categories.

(Para 34, Chapter VI)

17. In all future classifications, all bedrooms in Two, Three, Four and Five Star hotels must have attached bathrooms. As regards one Star hotels, at least 50% of their rooms must have attached bathrooms and there should be one common bathroom in the ratio of 1 for every 3 of the remaining rooms. Also all the rooms without attached bathrooms should have a wash basin with running cold water.

(Para 35, Chapter VI)

18. For purposes of future classifications, satisfactory hygienic kitchen, pantry and scullery should be made an essential precondition for

any grading and running hot water should be compulsory for washing of kitchen utensils, crockery, cutlery etc.

(Para 36, Chapter VI)

19. Since most of the Tourist Bungalows and Circuit Houses run by the Central and State Governments, though housed in imposing buildings and amidst picturesque surroundings, lack in essential room appointments and modern equipment and hygienic conditions in the kitchen, pantry etc., the authorities concerned should pay urgent attention to this matter in order to enable the Tourist Bungalows and Circuit Houses to compare favourably with the better class hotels in this country.

(Para 39, Chapter VIII)

20. In order to enable as much privacy and fresh air as possible to the residents, the hitherto prevalent system of having a common verandah running in front of all guest rooms should be dispensed with in all future constructions.

(Para 43, Chapter VIII)

21. In order to make the Tourist Bungalows/Circuit Houses economical units and to enable them to cater adequately to group tourists etc. all such establishments should have a minimum of 10 guest rooms.

(Para 43, Chapter VIII)

22. In order to enable Tourist Bungalows/Circuit Houses to be run efficiently and in a businesslike way, the entire responsibility for the maintenance, management and catering in such establishments should be entrusted to the agency which is in direct charge of the Tourist Bungalow/Circuit House.

(Para 44, Chapter VIII)

23. The senior or supervisory posts in Tourist Bungalows/Circuit Houses should be manned by trained and experienced persons who are also smart and efficient. Such staff should be given the pay and facilities which similar staff receives in comparable establishments in the private sector.

(Para 44 Chapter VIII)

24. Since the acute shortage of hotel accommodation in India has proved a serious deterrent to tourist traffic to India the hotel industry and the Union and State Governments should pay greater attention to the solving of this problem.

(Para 45, Chapter IX)

25. In order to enable all categories of hotels to get loans more readily a special fund which can advance loans to both new and existing hotels on easy terms should be created.

(Para 46, Chapter IX)

26. In order to enable more and more hotels to come up, the Central Government, State or Municipal authorities should make available suitable plots of land, wherever they own them, to the hoteliers at reasonable rates.

(Para 46, Chapter IX)

27. Hotel planning and construction being an advanced science and the trends in hoteliering changing from day to day, it is necessary to send some of our architects and engineers abroad to learn hotel construction.

(Para 48, Chapter IX)

28. Since many countries in the world have benefited by allowing known foreign hoteliers to collaborate with their own hoteliers to jointly put

up hotels and run them and since foreign collaboration will, to a large extent, help solve the problem of financing and finding foreign exchange and the hotels built with such collaboration serve as pace-setters for others, Government should look upon this problem more liberally and allow a few hotels to come up with the help of well established foreign collaborators.

(Para 48, Chapter IX)

29. Since the hygienic conditions in the kitchens, pantries and cloak rooms in most of the restaurants leave much to be desired and since the unhygienic kitchens may prove to be a source of danger to the health of the customers, there should be periodical surprise checks from Health authorities and no new restaurants which do not possess adequate cloak room facilities for gents and ladies separately or which do not possess adequate and properly ventilated space for kitchen, pantry and scullery should be given licences.

(Para 51, Chapter X)





## ACKNOWLEDGEMENTS

The Committee wishes to place on record its appreciation of the assistance and co-operation given by the State Governments and particularly the Directors of Tourism and the Health officials in the various States. The Committee is also grateful to the Federation of Hotel & Restaurant Associations of India and its four Regional Associations for all the assistance it received from them. The Committee also appreciates the kind hospitality extended by individual hotels/restaurants at various places. The assistance rendered by the Directors, Assistant Directors and Managers of the Government of India Tourist Officers in various parts of the country was also invaluable.

The Chairman would like to express his special thanks to his colleagues, Shri L. C. Nirula and Lt. Col. G. V. Raja, for their kindness and cooperation and to the representatives

of the four Regional Hotel & Restaurant Associations, who were associated with the Committee for sparing their valuable time during the extensive travels of the Committee.

The Chairman would like to express his appreciation of the zeal and enthusiasm exhibited by the Committee's staff headed by its Secretary, Shri Labh Chand.

Finally, the Chairman would like to express his grateful thanks to the Transport Secretary and the Director General of Tourism for their kindness and consideration and for the advice and guidance given by them from time to time.

Sd/- G. R. KADAPA,  
Chairman

Hotel Classification Committee.





## APPENDIX I

(To be published in the Gazette of India, Part I, Section 1).

GOVERNMENT OF INDIA

MINISTRY OF TRANSPORT AND COMMUNICATIONS

Department of Transport

No. 2-TT.II(1)/59.

New Delhi, the 6th June 1962.

### RESOLUTION

In pursuance of the recommendations made by the Hotel Standards and Rate Structure Committee which submitted its report to Government in June 1958, it has been decided to appoint a three-man Committee to classify hotels catering to foreign tourists on the internationally accepted "Star" System.

The Committee will be known as the Hotel Classification Committee and will consist of the following:—

1. Shri G. R. Kadapa, Deputy Director General, Department of Tourism. . . . . Chairman.
2. Shri L. C. Nirula, Hony. Secretary, Federation of Hotel & Restaurant Associations of India, Delhi. . . . . Member.
3. Col. G. V. Raja, Kowdiyar Palace, Trivandrum. . . . . Member.

A representative of the Regional Hotel Association concerned will be associated with the Committee when it visits the hotels in that particular region.

A representative of the State Government concerned will be associated with the Committee when it visits hotels in a particular State.

The terms of reference of the Committee will be as follows:—

- (i) To invite applications from hotels which are interested in getting Government's recognition and which fulfil the minimum criteria laid down by the Hotel Standards and Rate Structure Com-

mittee for being categorised as a "Starred" hotel.

- (ii) To inspect those hotels among the applicant establishments which in the opinion of the Committee prima facie fulfil the minimum conditions.
- (iii) To assess the relative standards of the establishments so inspected and to classify them according to the star system recommended by the Hotel Standards and Rate Structure Committee.
- (iv) To formulate criteria for recognising restaurants which are of sufficiently high standard for purposes of catering to tourist traffic and to inspect those that fulfil such criteria and recommend for Government consideration the recognition of those establishments which actually fulfil the stipulated criteria.

The Committee would start functioning w.e.f. 15th June, 1962 and is expected to finish its work within six months.

### ORDER

Ordered that a copy of the Resolution be communicated to all concerned and that it is published in the Gazette of India, for general information.

Sd/- G. V. VENKATESWARA AYYAR,  
Secy. to the Government of India.

## APPENDIX II

### A. List of representatives of the Regional Hotel Associations associated with the Hotel Classification Committee.

1. Shri Maneck S. Shaw, Hony. Secretary, Hotel and Restaurant Association of Bombay Region, Bombay.
2. Shri S. N. Singh, Joint Hony. Secretary, Hotel and Restaurant Association of Calcutta Region, Calcutta.
3. Shri M. L. Lamba, Hony. Secretary, Hotel and Restaurant Association of Delhi Region, New Delhi.
4. Shri P. Ananda Rau, Hony. Secretary, Hotel and Restaurant Association of Madras Region, Madras.

### B. List of representatives of the State Governments associated with the Hotel Classification Committee.

1. *Andhra Pradesh* . Shri Narendra Luther, Director of Information & Public Relations.
2. *Assam* . . . Shri B. C. Choudhury, Director of Tourism.
3. *Bihar* . . . Shri Uma Nath, Director of Tourism.
4. *Delhi* . . . Shri M.W.K. Yusafzai, Director of Transport.
5. *Goa* . . . Kumari L. Lobo, Director, Information and Tourist Department.
6. *Gujarat* . . . Shri M. H. Shah, Director of Information.
7. *Kerala* . . . Shri V. Hariharasubramony, Director, Tourist Department.
8. *Madhya Pradesh* . Shri H. N. Agnihotri, Deputy Director of Tourism.
9. *Madras* . . . Shri R. Kulandaivelu, Director, Information & Publicity.
10. *Maharashtra* . Shri G. L. Supnekar, Controller of Hotels & Lodging Houses.
11. *Manipur* . . . Shri R. K. Birchandra Singh, Chairman, Imphal Municipal Board, Imphal.
12. *Mysore* . . . Shri Subba Row, Tourist Officer.
13. *Orissa* . . . Shri S. B. Misra, Director of of Public Relations.

14. *Pondicherry* . . . Shri V. Haridass, Public Relation Officer & Ex-officio Under Secretary to the Government.
15. *Punjab* . . . Shri H. C. Khanna, Director, Public Relations & Tourism.
16. *Rajasthan* . . . Shri Narain Sinha, Director of Tourism.
17. *Uttar Pradesh* . Shri M.M. Gupta, Deputy Transport Commissioner (Roadways & Tourism).
18. *West Bengal* . . . Shri S. K. Banerji, Development Commissioner & Ex-officio Secretary, Development Department.

### C. List of Health officials nominated by the State Governments to assist the Hotel Classification Committee.

1. *Andhra Pradesh* . Dr. C. Rama Chandra Rao, Assistant Director of Public Health.
2. *Bihar* . . . Dr. H. K. Verma, Civil Surgeon, Patna.
3. *Goa* . . . Dr. Prabhaker G. S. Guvelker, Assistant Health Officer, Goa.
4. *Kerala* . . . Dr. R. Subramaniam, Assistant, Director of Health Services.
5. *Madhya Pradesh* . Dr. V. J. Gadre, Assistant Director of Health Services.
6. *Maharashtra* . Dr. R. S. Bhawe, Assistant Director of Public Health incharge of Vital Statistics & Epidemiology.
7. *Madras* . . . Dr. K. V. Ranganathan, Training Officer, State Health Education Bureau, Directorate of Public Health.
8. *Mysore* . . . Dr. B. M. Channarayappa, Medical Officer of Health, Bangalore.
9. *Orissa* . . . Shri B. Misra, Superintending Engineer, Public Health Circle.
10. *Pondicherry* . . . Dr. Oupindrin, Medical Officer of Health, Pondicherry.
11. *Uttar Pradesh* . . . Municipal Medical Officers of the towns concerned.
12. *West Bengal* . . . Dr. B. G. Das, Deputy Assistant Director of Health Services (Public Health).

### APPENDIX III

*List of places visited by the Hotel Classification Committee*

1. Agra
2. Ahmedabad
3. Ajmer
4. Allahabad
5. Alwar
6. Alwaye
7. Ambala
8. Amritsar
9. Asansol
10. Aurangabad
11. Bangalore
12. Barcilly
13. Belgaum
14. Bellary
15. Bhopal
16. Bombay
17. Burnpur
18. Calcutta
19. Calicut
20. Cape Comorin
21. Chandigarh
22. Changancherry
23. Chitradurga
24. Cochin/Ernakulam
25. Coonoor
26. Dalhousie
27. Darjeeling
28. Dehra Dun
29. Delhi/New Delhi.
30. Deolali
31. Faridabad
32. Gauhati
33. Gopalpur-on-Sea
34. Gulmarg
35. Guruvayoor
36. Gwalior
37. Hassan
38. Hubli
39. Hyderabad/Secunderabad
40. Imphal
41. Indore
42. Jabalpur
43. Jaipur
44. Jammu
45. Jamshedpur



46. Jodhpur
47. Jullundur
48. Kalimpong
49. Kanpur
50. Karnal
51. Kasauli
52. Khandala
53. Kasargod
54. Kodaikanal
55. Kottayam
56. Kulti
57. Lucknow
58. Ludhiana
59. Madras
60. Mahabaleshwar
61. Malampuzha
62. Manali
63. Mangalore
64. Matheran
65. Mathura
66. Mount Abu
67. Munnar
68. Mussoorie
69. Mysore
70. Nagpur
71. Nainital
72. Ootacamund
73. Pachmarhi
74. Pahalgam
75. Panjim
76. Pathankot
77. Patiala
78. Patna
79. Peermade
80. Pondicherry
81. Poona
82. Puri
83. Quilon
84. Raichur
85. Rajahmundry
86. Ranchi
87. Ranikhet
88. Roorkee
89. Salem
90. Satara

- 91. Shillong
- 92. Shivpuri
- 93. Siliserh
- 94. Simla
- 95. Srinagari
- 96. Tellicherry
- 97. Thekkady
- 98. Tiruchirapalli
- 99. Trichur
- 100. Trinulveli



- 101. Trivandrum
- 102. Udaipur
- 103. Udipi
- 104. Ujjain
- 105. Varanasi
- 106. Varkala
- 107. Vijayawada
- 108. Visakhapatnam
- 109. Waltair
- 110. Yamuna Nagar

APPENDIX IV

CRITERIA FOR ONE STAR(\*) CATEGORY HOTELS

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee
1	The building should be in a good locality and should be suitable for a hotel and should have at least 10 letting rooms.	15	Name and address of hotel: ..... ..... ..... Total number of letting rooms. ....	
2	At least 25% of the rooms must have attached bathrooms and there should be a bathroom for every four of the remaining rooms.	10	(a) Number of rooms with attached bathrooms. .... (b) Number of additional bathrooms. ....	
3	The bathrooms should have proper sanitary fittings, adequate supply of hot and cold water and toilet paper.	15	(a) Sanitary fittings. Yes. No. (b) Hot water . Yes. No. (c) Toilet paper . es. No.	
4	Rooms should be properly ventilated and furnished with clean and comfortable beds and mattresses.	10	es. No.	
5	Provision of proper lighting and fans in all rooms.	10	Yes. No.	
6	Provision of clean dining room, linen, bed linen, blankets and towels.	10	Yes. No.	
7	Provision of a Reception Counter and Telephone.	15	(a) Reception Counter Yes. No. (b) Telephone Yes. No.	
8	Provision of a clean and moderately well-equipped Dining Room.	15	Yes. No.	
9	Provision of good quality crockery, cutlery and glassware.	10	Yes. No.	

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'no' as the case may be.		Space for the use of the committee
10	Provision of a clean, hygienic and well-equipped and well-maintained kitchen and pantry.	20	(a) Kitchen	Yes.	No.
			(b) Pantry	Yes.	No.
11	Provision for hygienic washig of cooking utensils, crockery, cutlery and glassware.	15	Yes.	No.	
12	Provision of good cuisine. . . . .	10	Yes.	No.	
13	Provision of good service. . . . .	10	Yes.	No.	
14	Provision of laundry service . . . . .	5	Yes.	No.	
15	Provision of experienced staff . . . . .	5	Yes.	No.	
16	Provision of smart and clean uniform for the staff. . . . .	5	Yes.	No.	
17	The senior staff coming into contact with guests should possess working knowledge of English.	5	Yes.	No.	

NOTE : (1) The Committee may, *at their discretion*, allot upto 15 marks for any other additional special facilities provided by the hotel.

(2) Minimum marks for qualifying for this category are 120. Securing a minimum of 50% marks mentioned against each of the items is also necessary. However, the Committee may, *at their discretion*, in very special cases, relax the condition of 50% minimum marks in one item only so long as the condition of securing of an aggregate of 120 marks is fulfilled.

(3) The stipulation regarding electric lights, fans and telephones will not apply to hotel establishments which are situated in places where such facilities are not available.

Additional information regarding special facilities, if any, available in the hotel:—  
(To be filled in by the hotel)



CRITERIA FOR TWO STAR ( \*\* ) CATEGORY HOTELS

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee.
1	The building should be in a good locality and should be suitable for a hotel and should have at least 10 letting rooms.	15	Name and address of hotel ..... ..... ..... Total number of letting rooms ....	
2	25% of the rooms should be airconditioned except in hill stations where there should be heating arrangements.	15	Number of airconditioned rooms.....	
3	At least 50% of the rooms must have attached bathrooms and there should be one common bathroom in the ratio of 1 for every 3 of the remaining rooms.	10	(a) Number of rooms with attached bathrooms..... (b) Number of additional bathrooms.....	
4	The bathrooms should have modern sanitation running cold water and showers. There should be adequate supply of hot water and toilet paper in each bathroom.	15	(a) Modern Sanitation Yes. No. (b) Running Water . Yes. No. (c) Showers . . Yes. No. (d) Hot Water . . Yes. No. (e) Toilet Paper . Yes. No.	
5	All rooms must be properly ventilated and furnished with clean and comfortable beds and mattresses.	10	Yes. No.	
6	Provision of proper lighting in all rooms and fans in all non-airconditioned rooms.	10	Yes. No.	
7	Provision of call bell or telephone in each room.	10	(a) Call bell in each room . . . Yes. No. (b) Telephone in each room.	
8	Provision of clean dining room linen, bed linen, blankets and towels.	10	Yes. No.	

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee.
9	Provision of a reasonably well furnished lounge.	10	Yes. No.	
10	Provision of a Reception Counter with telephone and a telephone on each floor for the use of hotel guests unless each room has a separate telephone.	15	(a) Reception Counter with telephone . Yes. No. (b) Telephone on each floor . Yes. No. (c) Telephone in each room . Yes. No.	
11	Provision of a reasonably well-equipped and well-maintained Dining Room.	15	Yes. No.	
12	Provision of good quality crockery, cutlery and glassware.	10	Yes. No.	
13	Provision of a clean, hygienic and well-equipped and well-maintained kitchen and pantry.	20	(a) Kitchen . Yes. No. (b) Pantry . Yes. No.	
14	Provision of hygienic washing of cooking utensils, crockery, cutlery and glassware.	15	Yes. No.	
15	Provision of good cuisine . . .	10	Yes. No.	
16	Provision of good service . . .	10	Yes. No.	
17	Provision of laundry and drycleaning service	5	(a) Laundry service Yes. No. (b) Drycleaning service Yes. No.	
18	Provision of experienced staff . . .	5	Yes. No.	
19	Provision of smart and clean uniform for the staff.	5	Yes. No.	
20	The supervisory staff coming into contact with guests should understand English and senior staff should possess knowledge of English	5	(a) Supervisory staff understand English. Yes. No. (b) Senior staff possess knowledge of English Yes. No.	

NOTE : (1) The Committee may, *at their discretion*, allot upto 15 marks for any other additional special facilities provided by the hotel.

(2) Minimum marks for qualifying for this category are 150. Securing a minimum of 50% marks mentioned against each of the items is also necessary. However, the Committee may, *at their discretion* in very special cases, relax the condition of 50% minimum marks in one item only so long as the condition of securing of an aggregate of 150 marks is fulfilled.

(3) The stipulation regarding running water, electric lights, fans, airconditioning and telephones will not apply to hotel establishments which are situated in places where such facilities are not available.

(4) Desert coolers will not be accepted as substitutes for airconditioning/airconditioners.

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Additional information regarding special facilities, if any, available in the hotel :—

(to be filled in by the hotel)



CRITERIA FOR THREE STAR (\*\*\*) CATEGORY HOTELS

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No.' as the case may be	Space for the use of the committee
1	The building should be in a good locality and should be suitable for a hotel and should have at least 10 letting rooms.	15	Name and address of hotel ..... ..... ..... Total number of letting rooms .....	
2	There should be adequate parking space for cars	5	Yes. No.	
3	There should be a lawn or roof garden for the use of the hotel guests.	10	(a) Lawn Yes. No. (b) Roof Garden Yes. No.	
4	At least 50% of the rooms should be air-conditioned (except in hill stations where there should be heating arrangements).	15	Number of airconditioned rooms .....	
5	All rooms must have attached bathrooms	15	Yes. No.	
6	All bathrooms should have modern sanitation, long baths and/or showers and hot and cold running water. There should be adequate supply of soap and toilet paper in each bathroom.	20	(a) Modern sanitation Yes. No. (b) Long baths Yes. No. (c) Showers Yes. No. (d) Running cold water Yes. No. (e) Running hot water Yes. No. (f) Supply of soap Yes. No. (g) Supply of toilet paper Yes. No.	
7	There should be a properly staffed Reception Counter and Information Counter with 24 hours service.	10	(a) Reception Counter Yes. No. (b) Information Counter Yes. No. (c) 24 hours service Yes. No.	

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee.
8	There should be a well-appointed Lounge .	10	Yes. No.	
9	There should be provision for ladies' and gentlemen's cloak rooms with adequate supply of soap, towels and toilet paper.	10	(a) Ladies cloak room Yes. No. (b) Gentlemen's cloak room. . . . . Yes. No.	
10	There should be a bookstall, money changing and safe deposit facilities and Left Luggage facilities.	10	(a) Bookstall . Yes. No. (b) Money changing facilities . Yes. No. (c) Safe deposit facilities. . Yes. No. (d) Left Luggage facilities. . Yes. No.	
11	There should be an adequate number of lifts in buildings with more than 2 storeys including the ground floor.	15	(a) Number of storeys in the building. .... (b) Number of lifts .....	
12	All rooms must be properly furnished, among others, with comfortable beds (with spring or foam rubber mattresses) and with writing tables etc.	10	(a) Spring Mattresses Yes. No. (b) Foam rubber mattresses . Yes. No. (c) Writing tables. . Yes. No.	
13	Provision of proper lighting in all rooms and fans in all non-airconditioned rooms.	10	Yes. No.	
14	Provision of telephone in each room except in seasonal hotels where there should be a call bell in each room and a telephone on each floor for the use of the hotel guests.	15	(a) Telephone in each room . . . . . Yes. No. (b) Call bell in each room . . . . . Yes. No.	
15	Provision of vacuum jugs/flasks in each bed room	5	Yes. No.	
16	There should be a well-equipped and well-maintained Dining Room which should be fully airconditioned (except in hill stations where there should be heating arrangements.)	15	Yes. No.	
17	There should be provision of carpets in each private room and the floors of all public rooms should be properly covered.	10	(a) Carpets in each private room . Yes. No. (b) Floors of all public rooms and private rooms covered . Yes. No.	

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'yes' or 'No' as the case may be.	Space for the use of the Committee
18	Provision of clean dining room linen, bed linen, blankets and towels.	10	Yes. No.	
19	Provision of good quality crockery, cutlery and glassware.	10	Yes. No.	
20	Provision of Bar or Permit Room facilities wherever admissible by law.	10	(a) Bar. . . . . Yes. No. (b) Permit Room . . . . . Yes. No.	
21	Provision of dance and/or chamber music (live).	10	(a) Dance music (live) Yes. No. (b) Chamber music (live) . . . . . Yes. No.	
22	Provision of a clean, hygienic and well-equipped and well-maintained kitchen and pantry with cold-storage facility	20	(a) Kitchen . . . . . Yes. No. (b) Pantry . . . . . Yes. No. (c) Cold-storage facility . . . . . Yes. No.	
23	Provision for hygienic washing of cooking utensils, crockery, cutlery and glassware.	15	Yes. No.	
24	Provision of good cuisine—Indian as well as Continental.	10	(a) Indian cuisine . . . . . Yes. No. (b) Continental cuisine Yes. No.	
25	Provision of good service.	10	Yes. No.	
26	Provision of laundry and drycleaning service	5	(a) Laundry Service Yes. No. (b) Drycleaning Service Yes. No.	
27	Provision of experienced staff . . . . .	5	Yes. No.	
28	Provision of smart and clean uniform for the staff.	5	Yes. No.	
29	The supervisory Staff coming into contact with guests should understand English and Senior Staff should possess good knowledge of English.	5	(a) Supervisory Staff understand English. Yes. No. (b) Senior Staff possess good knowledge of English . . . . . Yes. No.	

**NOTE :** (1) The Committee may, *at their discretion*, allot upto 15 marks for any other additional special facilities provided by the hotel.

(2) Minimum marks for qualifying for this category are 210. Securing a minimum of 50% marks mentioned against each of the items is also necessary. However, the Committee may, *at their discretion*, in very special cases, relax the condition of 50% minimum marks in two items only so long as the condition of securing of an aggregate of 210 marks is fulfilled.

(3) Desert coolers will not be accepted as substitutes for airconditioning/airconditioners.

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**Additional information regarding special facilities, if any, available in the hotel :—**  
(to be filled in by the hotel)



CRITERIA FOR FOUR STAR (\* \* \* \*) CATEGORY HOTELS

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be	Space for the use of the Committee
1	The building should be in a good locality and should be suitable for a hotel and should have at least 10 letting rooms.	15	Name and address of the hotel..... ..... ..... Total number of letting rooms..... .....	
2	There should be adequate parking space for cars.	5	Yes. No.	
3	There should be a lawn . . . .	10	Yes. No.	
4	At least 75% of the rooms should be air-conditioned (except in hill stations where there should be heating arrangements).	20	Number of airconditioned rooms. .... .....	
5	All rooms must have attached bathrooms .	15	Yes. No.	
6	All bathrooms should have modern sanitation, showers, and hot and cold running water. There should be adequate supply of soap and toilet paper in each bathroom. At least 50% of the bathrooms must have long baths.	20	(a) Modern sanitation. Yes. No. (b) Showers . Yes. No. (c) Running cold water. Yes. No. (d) Running hot water Yes. No. (e) Number of bathrooms with long baths. ....	
7	There should be a properly staffed Reception Counter and Information Counter with 24 hours service.	10	(a) Reception Counter. Yes. No. (b) Information Counter Yes. No. (c) 24 hours service . Yes. No.	
8	There should be a well-appointed Lounge-cum-Writing Room which should be fully airconditioned (except in hill stations where there should be heating arrangements).	15	Airconditioned Lounge-cum-Writing Room Yes. No.	



No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be	Space for the use of the Committee
9	There should be a Conference Room and Banquet Room which should be fully airconditioned (except in hill stations where there should be heating arrangements).	15	(a) Airconditioned Conference Room. Yes. No. (b) Airconditioned Banquet Room. . Yes. No.	
10	There should be provision for ladies' and gentlemen's cloak rooms with adequate supply of soap, towels and toilet paper.	10	(a) Ladies' Cloak Room . Yes. No. (b) Gentlemen's Cloak Room. . Yes. No.	
11	There should be a bookstall, money changing and safe deposit facilities, Left Luggage Room and barber shop.	15	(a) Bookstall . Yes. No. (b) Money changing facilities . Yes. No. (c) Safe deposit facilities . Yes. No. (d) Left Luggage Room Yes. No. (e) Barber Shop . Yes. No.	
12	There should be an adequate number of lifts in buildings with more than 2 storeys including the ground floor.	15	(a) Number of storeys in the building . . . . . (b) Number of lifts . . . . .	
13	There should be provision of carpets in all the public and private rooms and the staircases should be suitably covered.	15	(a) Carpets in all private rooms . Yes. No. (b) Carpets in all public rooms . Yes. No. (c) Staircases suitably covered . Yes. No.	
14	All rooms must be properly furnished, among others, with comfortable beds (with spring or foam rubber mattresses) and with writing tables, etc.	10	(a) Spring mattresses Yes. No. (b) Foam rubber mattresses . Yes. No.	
15	Provision of proper lighting in all rooms and fans in all non-airconditioned rooms.	10	Yes. No.	
16	Provision of telephone in each room	15	Yes. No.	
17	There should be provision for a radio or relayed music in each room.	10	(a) Radio in each room Yes. No. (b) Relayed music in each room . Yes. No.	
18	Provision of vacuum jugs/flasks in each bed room.	5	Yes. No.	

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be	Space for the use of the Committee
19	There should be well-equipped and well-maintained Dining Room which should be fully airconditioned (except in hill stations where there should be heating arrangements.)	15	Fully airconditioned Dining Room      Yes.      No.	
20	Provision of clean dining room linen; bed linen, blankets and towels.	10	Yes.      No.	
21	Provision of good quality crockery, cutlery and glassware.	10	Yes.      No.	
22	Provision of a clean, hygienic, well-equipped and well-maintained kitchen and pantry with adequate cold storage facilities.	20	(a) Kitchen      Yes.      No. (b) Pantry      Yes.      No. (c) Cold-storage facilities      Yes.      No.	
23	Provision of Bar or Permit Room facilities wherever admissible by law. Such rooms should be fully airconditioned (except in hill stations where there should be heating arrangements).	15	(a) Airconditioned Bar      Yes.      No. (b) Airconditioned Permit Room      Yes.      No.	
24	Provision of dance and/or chamber music (live), and ball-room dancing.	15	(a) Dance music (live)      Yes.      No. (b) Chamber music (live)      Yes.      No. (c) Ball-room facilities      Yes.      No.	
25	Provision of hygienic washing of cooking utensils, crockery, cutlery and glassware.	15	Yes.      No.	
26	Provision of cuisine—Indian as well as Continental.	10	(a) Indian cuisine      Yes.      No. (b) Continental cuisine      Yes.      No.	
27	Provision of 24 hours service . . . .	10	Yes.      No.	
28	Provision of laundry and drycleaning service	5	(a) Laundry service      Yes.      No. (b) Drycleaning service      Yes.      No.	
29	Provision of smart, experienced and efficient staff.	5	Yes.      No.	

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee
30	Provision of a smart and clean uniform for the staff.	5	Yes. No.	
31	The staff coming into contact with guests should understand English and senior staff should possess good knowledge of English. At least one member of the senior staff should, in addition, know one of the Continental languages.	10	(a) Staff coming into contact with guests understand English Yes. No. (b) Senior staff possess good knowledge of English Yes. No. (c) Number of staff knowing one or more of the Continental languages _____	

NOTE :—(1) The Committee may, *at their discretion*, allot upto 15 marks for any other additional special facilities provided by the hotel.

(2) Minimum marks for qualifying for this category are 250. Securing a minimum of 50% marks mentioned against each of the items is also necessary. However, the Committee may, *at their discretion*, in very special cases, relax the condition of 50% minimum marks in two items only so long as the condition of securing of an aggregate of 250 marks is fulfilled.

(3) Desert coolers will not be accepted as substitutes for airconditioning/airconditioners.

Additional information regarding special facilities, if any, available in the hotel :—

(to be filled in by the hotel).

सत्यमेव जयते

CRITERIA FOR FIVE STAR (\*\*\*\*\*) CATEGORY HOTELS

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee
1	The building should be in a good locality and should be suitable for a hotel and should have at least 10 letting rooms.	15	Name and address of the hotel ..... ..... ..... Total number of letting rooms .....	
2	There should be adequate parking space for cars.	5	Yes. No.	
3	There should be extensive lawns for the use of the hotel guests.	10	Yes. No.	
4	Provision of a Swimming Pool (except in hill stations).	10	Yes. No.	
5	Provision of a Tennis Court and/or Golf Course and/or Squash Court	10	(a) Tennis Court Yes. No. (b) Golf Course Yes. No. (c) Squash Court Yes. No.	
6	All public rooms, corridors and private rooms should be fully air-conditioned (except in hill stations where there should be heating arrangements).	25	(a) All public rooms air-conditioned Yes. No. (b) All private rooms air-conditioned Yes. No. (c) All corridors air-conditioned. Yes. No.	
7	All rooms must have attached bathrooms.	15	Yes. No.	
8	All bathrooms should have modern sanitation long baths and showers and hot and cold running water 24 hours. There should be adequate supply of soap and toilet paper in each bathroom.	25	(a) All bathrooms have long baths. Yes. No. (b) All bathrooms have showers. Yes. No.	

No	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee
			(c) All bathrooms have 24 hours running hot water . Yes. No. (d) All bathrooms have 24 hours running cold water . Yes. No.	
9	There should be a properly staffed Reception Counter and Information Counter with 24 hours Service.	10	(a) Reception Counter Yes. No. (b) Information Counter Yes. No. (c) 24 hours service . Yes. No.	
10	There should be well-appointed Lounges and Writing Rooms.	20	(a) Well-appointed Lounges. Yes. No. (b) Well-appointed Writing Rooms. Yes. No.	
11	There should be provision for ladies' and gentlemen's cloak rooms with adequate supply of soap, towels and toilet paper.	10	(a) Ladies' cloak rooms Yes. No. (b) Gentlemen's cloak rooms. Yes. No.	
12	There should be Conference Halls, Banquet Halls and private Dining Rooms.	20	(a) Conference Halls . Yes. No. (b) Banquet Halls . Yes. No. (c) Private Dining Rooms. Yes. No.	
13	There should be a bookstall, florist, Left Luggage Room, barber shop, coiffeur, money changing and safe deposit facilities.	20	(a) Bookstall . . Yes. No. (b) Florist . . Yes. No. (c) Left Luggage Room Yes. No. (d) Barber Shop . Yes. No. (e) Coiffeur . . . Yes. No. (f) Money changing facilities. . . Yes. No. (g) Safe deposit facilities. Yes. No.	
14	There should be an adequate number of lifts in buildings with more than 2 storeys including the ground floor.	15	(a) Number of storeys in the building. . . (b) Number of lifts . . .	

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee
15	All rooms must be tastefully furnished, among others, with comfortable beds (with spring or foam rubber mattresses) and with writing tables etc.	15	Yes.      No.	
16	Provision of proper lighting in all rooms	10	Yes.      No.	
17	Provision of a call bell and telephone in each room.	15	(a) Call bell in each room.      Yes.      No. (b) Telephone in each room.      Yes.      No.	
18	There should be provision for a radio or relayed music in each room.	10	(a) Radio in each room      Yes.      No. (b) Relayed music in each room.      Yes.      No.	
19	Provision of vacuum jugs/flasks in each bed room.	5	Yes.      No.	
20	There should be a well-equipped and well-maintained Dining Room.	15	Yes.      No.	
21	All public and private rooms, corridors and staircases should be properly carpeted.	20	(a) All public rooms      Yes.      No. carpeted. (b) All private rooms      Yes.      No. carpeted. (c) All staircases car-      Yes.      No. peted. (d) All corridors car-      Yes.      No. peted.	
22	Provision of clean dining room linen, bed linen, blankets and towels.	10	Yes.      No.	
23	Provision of good quality crockery, cutlery and glassware.	10	Yes.      No.	

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee.
24	Provision of a clean, hygienic, well-equipped and well-maintained kitchen and pantry with adequate cold-storage facilities	20	(a) Kitchen Yes. No. (b) Pantry Yes. No. (c) Cold-storage facilities Yes. No.	
25	Provision of Bar or Permit Room facilities wherever admissible by law.	15	(a) Bar Yes. No. (b) Permit Room Yes. No.	
26	Provision of orchestra, floor show and ball-room facilities.	20	(a) Orchestra Yes. No. (b) Floor show Yes. No. (c) Ball-room facilities Yes. No.	
27	Provision of hygienic washing of cooking utensils, crockery, cutlery and glassware.	15	Yes. No.	
28	Provision of high class cuisine—Indian as well as Continental.	10	(a) Indian cuisine Yes. No. (b) Continental cuisine Yes. No.	
29	Provision of 24 hours service	10	Yes. No.	
30	Provision of laundry and drycleaning service	5	(a) Laundry service Yes. No. (b) Drycleaning service Yes. No.	
31	Provision of smart, experienced and efficient staff.	5	Yes. No.	
32	Provision of smart and clean uniform for the staff.	5	Yes. No.	
33	The staff coming into contact with guests should understand English and supervisory and senior staff should possess good knowledge of English. At least one member of the senior staff knowing at least one of the Continental languages should be on duty all the time.	10	(a) Staff coming into contact with guests understand English. Yes. No. (b) Supervisory and senior staff possess good knowledge of English. Yes. No.	

No.	Criteria	Marks	Answers to be furnished by the hotel by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee.
			(c) At least one member of the senior staff who knows one of the Continental languages is on duty all the time. Yes. No.	

- NOTE:—** (1) The Committee may, *at their discretion*, allot upto 15 marks for any other additional special facilities provided by the hotel.
- (2) Minimum marks for qualifying for this category are 290. Securing a minimum of 50 per cent marks mentioned against each of the items is also necessary. However, the Committee may, *at their discretion* in very special cases, relax the conditions of 50 per cent minimum marks in two items only so long as the condition of securing of an aggregate of 290 marks is fulfilled.
- (3) Desert coolers will not be accepted as substitutes for airconditioning/airconditioners.

**Additional information regarding special facilities, if any, available in the hotel:—**  
(to be filled in by the hotel).





## APPENDIX V

### CLASSIFICATION RESULTS OF HOTELS

#### A. CITY-WISE LIST OF CLASSIFIED HOTELS—

##### *Agra*

- \*\*\*\*Clark Shiraz Hotel
- \*\*\*Laurie's Hotel
- \*\*Imperial Hotel
- \*\*Grand Hotel

##### *Ahmedabad*

- \*\*\*\*Cama Hotel
- \*\*Ritz Hotel

##### *Ajmer*

- \*Circuit House

##### *Allahabad*

- \*Barnett's Hotel
- \*Royal Hotel

##### *Alwar*

- \*\*Circuit House (Alwar)
- \*Siliserh Circuit House

##### *Alwaye*

- \*\*Tourist Bungalow

##### *Amritsar*

- \*\*Guest House
- \*Hotel Airlines

##### *Aurangabad*

- \*\*Aurangabad Hotel

##### *Bangalore*

- \*\*\*West End Hotel
- \*\*Shilton Hotel
- \*\*Madras Woodlands Hotel
- \*Hotel Broadway
- \*Hotel Tourist
- \*Lobo's Hotel
- \*Victoria Hotel

##### *Belgaum*

- \*Hotel Green

##### *Bellary*

- \*Meenakshi Lodge

##### *Bhopal*

- \*\*Hotel Imperial Sabre
- \*Pagoda Hotel

##### *Bombay*

- \*\*\*\*\*Sun-n-Sand Hotel
- \*\*\*\*\*Taj Mahal Hotel
- \*\*\*\*Ambassador Hotel
- \*\*\*\*Hotel Nataraj
- \*\*\*\*Ritz Hotel
- \*\*\*Airlines Hotel
- \*\*\*Grand Hotel
- \*\*\*Shalimar Hotel
- \*\*\*West End Hotel
- \*\*Ascot Hotel
- \*\*Hotel Parkway
- \*\*Hotel Waldorf
- \*\*Mirabelle Hotel
- \*\*Sea Green Hotel
- \*Lentin Court Hotel
- \*Sea Face Hotel
- \*Sea Green (South) Hotel

##### *Burnpur*

- \*\*Burnpur Hotel

##### *Calcutta*

- \*\*\*\*\*Grand Hotel
- \*\*\*\*Great Eastern Hotel
- \*\*\*Spences Hotel
- \*\*Hotel Majestic
- \*\*Hotel Minerva
- \*\*New Kenilworth Hotel



*Calcutta—contd.*

- \*Carlton Hotel
- \*Lytton Hotel
- \*Russell Hotel

*Calicut*

- \*\*Beach Hotel
- \*Alkapuri Guest House

*Cape Comorin*

- \*Cape Hotel
- \*Kerala House

*Chandigarh*

- \*Aroma Hotel

*Cochin-Ernakulam*

- \*\*\*Malabar Hotel, Cochin
- \*\*International Tourist Home, Ernakulam
- \*\*Mayfair Hotel, Ernakulam
- \*\*Tourist Bungalow, Bolghatty, Ernakulam
- \*Hotel Woodlands, Cochin

*Coonoor*

- \*\*\*\*Ritz Hotel
- \*\*Hampton Hotel

*Dalhousie*

- \*\*Claire's Hotel
- \*Grand View Hotel

*Darjeeling*

- \*\*\*Oberoi Mount Everest
- \*\*\*Windamere Hotel
- \*\*Central Hotel

*Dehra Dun*

- \*Hotel Whitehouse

*Delhi/New Delhi*

- \*\*\*\*\*Deluxe Ashoka Hotel
- \*\*\*\*\*Claridges Hotel
- \*\*\*\*\*Hotel Imperial
- \*\*\*\*Hotel Ambassador
- \*\*\*Hotel Broadway

*Delhi/New Delhi—Contd.*

- \*\*\*Hotel Janpath
- \*\*\*Nirula's Hotel
- \*\*Central Court Hotel
- \*\*Flora Hotel
- \*\*Fonseca's Guest House
- \*\*Hotel Marina
- \*\*Manor Country House
- \*\*Oberoi Swiss Hotel
- \*Airlines Hotel
- \*Hotel Bhagirath Palace
- \*Hotel Metro
- \*Hotel Shakahar

*Deolali*

- \*Rugby Hotel

*Faridabad*

- \*\*\*Holiday Inn

*Gopalpur-on-Sea*

- \*\*\*Oberoi Palm Beach Hotel

*Gulmarg*

- \*\*Nedou's Hotel

*Gwalior*

- \*Gwalior Hotel

*Hubli*

- \*Hubli Woodlands Hotel

*Hyderabad/Secundrabad*

- \*\*\*\*Ritz Hotel, Hyderabad
- \*\*Percy's Hotel, Secundrabad

*Imphal*

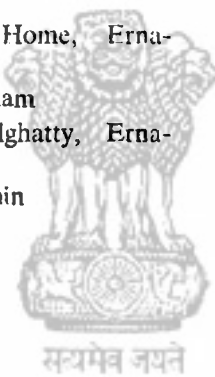
- \*Hotel Manipur

*Indore*

- \*\*Lantern Hotel
- \*Indore Hotel
- \*Viram Hotel

*Jabalpur*

- Jackson's Hotel



*Jaipur*

- \*\*\*\*Rambagh Palace Hotel
- \*\*\*Rajasthan State Hotel
- \*\*Khetri House
- \*Kaiser-i-Hind Hotel

*Jamshedpur*

- \*\*Tisco Hotel

*Jodhpur*

- \*\*Circuit House

*Jullundur*

- \*New Raj Mahal Hotel

*Kalimpong*

- \*\*Himalayan Hotel

*Kanpur*

- \*\*Berkeley House
- \*Bellevue Hotel

*Kasauli*

- \*\*Alasia Hotel

*Khandala*

- \*\*Khandala Hotel

*Kodaikanal*

- \*\*\*Carlton Hotel

*Kottayam*

- \*Hotel Ambassador
- \*Tourist Bungalow

*Kulti*

- \*\*Kulti Hotel

*Lucknow*

- \*\*\*Carlton Hotel
- \*\*Capoor's Hotel

*Madras*

- \*\*\*\*Connemara Hotel
- \*\*Hotel Oceanic
- \*\*Hotel Ashoka
- \*\*Hotel Dasaparakash
- \*\*Hotel Savoy

*Madras—Contd.*

- \*\*Queens Hotel
- \*\*Wooldands Hotel
- \*Gupta's Ajanta Hotel
- \*Gupta's States Hotel
- \*Hotel Romana
- \*Tourist Home
- \*Victoria Hotel

*Mahabaleshwar*

- \*Ritz Hotel

*Manali*

- \*Sunshine Orchards

*Mangalore*

- \*Woodlands Hotel

*Matheran*

- \*\*Lord's Central Hotel

*Mt. Abu*

- \*\*Palace Hotel
- \*Mount Hotel

*Mussoorie*

- \*\*Hakman's Grand Hotel
- \*\*Savoy Hotel
- \*Hotel Roan-Oke
- \*Library Club Hotel

*Mysore-Krishnarajasagar*

- \*\*\*Hotel Krishnarajasagar
- \*\*\*Hotel Metropole
- \*Hotel Dasaparakash

*Nagpur*

- \*Mount Hotel

*Nainital*

- \*\*Grand Hotel
- \*\*Swiss Hotel
- \*Belvedere Hotel
- \*Hotel Metropole

*Ootacamund*

- \*\*\*Savoy Hotel



*Ootacamund—contd.*

- \*\*Hotel Dasaprakash
- \*Hotel Cecil

*Pachmarhi*

- \*Hotel Block
- \*New Pachmarhi Hotel

*Panjim*

- \*\*\*Mandovi Hotel

*Patiala*

- \*Green's Hotel

*Patna*

- \*\*\*Hotel Republic

*Peermade*

- \*\*Hotel International
- \*\*Tourist Bungalow

*Pondicherry*

- \*Hotel Grand d' Europe
- \*Liberty Hotel

*Poona*

- \*Napier Hotel
- \*Wellesely Hotel
- \*Poona Hotel

*Puri*

- \*\*South Eastern Railway Hotel

*Quilon*

- \*\*Hotel Neela
- \*\*Tourist Bungalow

*Ranchi*

- \*\*South Eastern Railway Hotel
- \*Mount Hotel

*Ranikhet*

- \*\*West View Hotel

*Ranikhet—contd.*

- \*Moon Hotel

*Salem*

- \*\*Hotel Dwaraka

*Shillong*

- \*\*Pinewood Hotel

*Simla*

- \*\*\*\*Oberoi Cecil Hotel

*Srinagar*

- \*\*\*\*\*Oberoi Palace Hotel
- \*\*\*Nedou's Hotel

*Thekkady/Edapalayam*

- \*\*Aranaya Nivas Hotel, Thekkady
- \*\*Tourist Bungalow, Edapalayam

*Tiruchirappalli*

- \*\*Ashby Hotel

*Trivandrum*

- \*\*Mascot Hotel
- \*Magnet Hotel

*Udaipur*

- \*\*Laxmi Villas Palace Hotel

*Ujjain*

- Grand Hotel

*Varanasi*

- \*\*\*Clark's Hotel

*Vijayawada*

- \*Welcome Hotel

*Visakhapatnam*

- \*Marina Hotel



## B. CATEGORY-WISE LIST OF CLASSIFIED HOTELS

## 1. List of One Star (\*) hotels

1. Circuit House, Ajmer
2. Barnett's Hotel, Allahabad
3. Royal Hotel, Allahabad
4. Siliserh Tourist Home, Alwar
5. Hotel Airlines, Amritsar
6. Hotel Broadway, Bangalore
7. Hotel Tourist, Bangalore
8. Lobo's Hotel, Bangalore
9. Victoria Hotel, Bangalore
10. Hotel Green, Belgaum
11. Meenakshi Lodge, Bellary
12. Pagoda Hotel, Bhopal
13. Lentin Court Hotel, Bombay
14. Sea Face Hotel, Bombay
15. Sea Green (South) Hotel, Bombay
16. Carlton Hotel, Calcutta
17. Lytton Hotel, Calcutta
18. Russell Hotel, Calcutta
19. Alakapuri Guest House, Calicut
20. Cape Hotel, Cape Comorin
21. Kerala House, Cape Comorin
22. Aroma Hotel, Chandigarh
23. Hotel Woodlands, Cochin
24. Grand View Hotel, Dalhousie
25. Hotel White House, Dehra Dun
26. Airlines Hotel, New Delhi
27. Hotel Bhagirath Palace, Delhi
28. Hotel Metro, New Delhi
29. Hotel Shakahar, Delhi
30. Rugby Hotel, Deolali
31. Gwalior Hotel, Gwalior
32. Hubli Woodlands Hotel, Hubli
33. Hotel Manipur, Imphal
34. Indore Hotel, Indore
35. Viram Hotel, Indore
36. Kaiser-i-Hind Hotel, Jaipur
37. New Raj Mahal Hotel, Jullundur
38. Bellevue Hotel, Kanpur
39. Hotel Ambassador, Kottayam
40. Tourist Bungalow, Kottayam
41. Gupta's Ajanta Hotel, Madras
42. Gupta's States Hotel, Madras

43. Hotel Romana, Madras
44. Tourist Home, Madras
45. Victoria Hotel, Madras
46. Ritz Hotel, Mahabaleshwar
47. Sunshine Orchards, Manali
48. Woodlands Hotel, Mangalore
49. Mount Hotel, Mount Abu
50. Hotel Roan Oke, Mussoorie
51. Library Club Hotel, Mussoorie
52. Hotel Dasaprakash, Mysore
53. Mount Hotel, Nagpur
54. Belvedere Hotel, Nainital
55. Hotel Metropole, Nainital
56. Hotel Cecil, Ootacamund
57. Hotel Block, Pachmarhi
58. New Pachmarhi Hotel, Pachmarhi
59. Green's Hotel, Patiala
60. Hotel Grand d'Europe, Pondicherry
61. Liberty Hotel, Pondicherry
62. Napier Hotel, Poona
63. Poona Hotel, Poona
64. Wellesley Hotel, Poona
65. Mount Hotel, Ranchi
66. Moon Hotel, Ranikhet
67. Magnet Hotel, Trivandrum
68. Grand Hotel, Ujjain
69. Welcome Hotel, Vijayawada
70. Marina Hotel, Visakhapatnam

## II. LIST OF TWO STAR (\*\*) HOTELS

1. Grand Hotel, Agra
2. Imperial Hotel, Agra
3. Ritz Hotel, Ahmedabad
4. Circuit House, Alwar
5. Tourist Bungalow, Alwaye
6. Guest House, Amritsar
7. Aurangabad Hotel, Aurangabad
8. Madras Woodlands Hotel, Bangalore
9. Shilton Hotel, Bangalore
10. Hotel Imperial Sabre. Bhopal
11. Ascot Hotel, Bombay
12. Hotel Parkway, Bombay
13. Hotel Waldorf, Bombay

14. Mirabelle Hotel, Bombay
15. Sea Green Hotel, Bombay
16. Burnpur Hotel, Burnpur
17. Hotel Majestic, Calcutta
18. Hotel Minerva, Calcutta
19. New Kenilworth Hotel, Calcutta
20. Beach Hotel, Calicut
21. International Tourist Home, Ernakulam
22. Mayfair Hotel, Ernakulam
23. Tourist Bungalow, Bolghatty, Ernakulam
24. Hampton Hotel, Coonoor
25. Claire's Hotel, Dalhousie
26. Central Hotel, Darjeeling
27. Central Court Hotel, New Delhi
28. Flora Hotel, Delhi
29. Fonseca Guest House, Golf Links, New Delhi
30. Hotel Marina, New Delhi
31. Manor Country House, New Delhi
32. Oberoi Swiss Hotel, Delhi
33. Nedou's Hotel, Gulmarg
34. Percy's Hotel, Secundrabad
35. Lantern Hotel, Indore
36. Jackson's Hotel, Jabalpur
37. Khetri House, Jaipur
38. Tisco Hotel, Jamshedpur
39. Circuit House, Jodhpur
40. Himalayan Hotel, Kalimpong
41. Berkeley House, Kanpur
42. Alasia Hotel, Kasauli
43. Khandala Hotel, Khandala
44. Kulti Hotel, Kulti
45. Capoor's Hotel, Lucknow
46. Hotel Ashoka, Madras
47. Hotel Dasaprakash, Madras
48. Hotel Savoy, Madras
49. Queen's Hotel, Madras
50. Woodlands Hotel, Madras
51. Lord's Central Hotel, Matheran
52. Palace Hotel, Mount Abu
53. Hakman's Grand Hotel, Mussoorie
54. Savoy Hotel, Mussoorie
55. Grand Hotel, Nainital
56. Swiss Hotel, Nainital
57. Hotel Dasaprakash, Ootacamund

58. Hotel International, Peermade
59. Tourist Bungalow, Peermade
60. S.E. Railway Hotel, Puri
61. Hotel Neela, Quilon
62. Tourist Bungalow, Quilon
63. S.E. Railway Hotel, Ranchi
64. West View Hotel, Ranikhet
65. Hotel Dwarka, Salem
66. Pinewood Hotel, Shillong
67. Aranya Nivas Hotel, Thekkady
68. Tourist Bungalow, Edapalayam (Thekkady)
69. Ashby Hotel, Tiruchirappalli
70. Mascot Hotel, Trivandrum
71. Laxmi Vilas Palace Hotel, Udaipur

### III. LIST OF THREE STAR (\*\*\*) HOTELS

1. Laurie's Hotel, Agra
2. West End Hotel, Bangalore
3. Airlines Hotel, Bombay
4. Grand Hotel, Bombay
5. Shalimar Hotel, Bombay
6. West End Hotel, Bombay
7. Spences Hotel, Calcutta
8. Malabar Hotel, Cochin
9. Oberoi Mount Everest Hotel, Darjeeling
10. Windamere Hotel, Darjeeling
11. Hotel Broadway, New Delhi
12. Hotel Janapath, New Delhi
13. Nirula's Hotel, New Delhi
14. Holiday Inn, Faridabad
15. Oberoi Palm Beach Hotel, Gopalpur-on-Sea
16. Rajasthan State Hotel, Jaipur
17. Carlton Hotel, Kodaikanal
18. Carlton Hotel, Lucknow
19. Hotel Oceanic, Madras
20. Hotel Krishnarajasagar, Mysore
21. Hotel Metropole, Mysore
22. Savoy Hotel, Ootacamund
23. Mandovi Hotel, Panjim
24. Hotel Republic, Patna
25. Nedou's Hotel, Srinagar
26. Clark's Hotel, Varanasi



## IV. LIST OF FOUR STAR (\*\*\*\*) HOTEL

1. Clark's Shiraz Hotel, Agra
2. Cama Hotel, Ahmedabad
3. Ambassador Hotel, Bombay
4. Hotel Nataraj, Bombay
5. Ritz Hotel, Bombay
6. Great Eastern Hotel, Calcutta
7. Ritz Hotel, Coonoor
8. Ambassador Hotel, New Delhi
9. Ritz Hotel, Hyderabad
10. Rambagh Palace Hotel, Jaipur
11. Connemara Hotel, Madras
12. Oberoi Cecil, Simla

## V. LIST OF FIVE STAR (\*\*\*\*\* ) HOTELS

1. Sun-n-Sand Hotel, Bombay
2. Taj Mahal Hotel, Bombay
3. Oberoi Grand Hotel, Calcutta
4. Claridge's Hotel, New Delhi
5. Imperial Hotel, New Delhi
6. Oberoi Palace, Srinagar

## VI. LIST OF FIVE STAR DELUXE (\*\*\*\*\*DELUXE)

1. Ashoka Hotel, New Delhi.



# APPENDIX VI

*Statement showing the total number of rooms and staff in each category of classified hotels along with the ratio of staff per room in various categories*

	Total num- ber of rooms	Total num- ber of staff	Ratio of Rooms:Staff
ONE STAR CATEGORY (*) . . . . .	1675	1850	1 : 1.1
TWO STAR CATEGORY (**) . . . . .	1943	2850	1 : 1.5
THREE STAR CATEGORY (***) . . . . .	1341	2750	1 : 2.1
FOUR STAR CATEGORY (****) . . . . .	942	2300	1 : 2.5
FIVE STAR CATEGORY (*****) . . . . .	1184	4200	1 : 3.6
	7085	13950	





# APPENDIX VII

*Statement showing rooms, beds, etc. in each category of classified hotels*

	No. of hotels	No. of Single Rooms	No. of Double Rooms	Total No. of Rooms	Total No. of beds
ONE STAR HOTELS (*) . . . .	70	564	1111	1675	2825
TWO STAR HOTELS (**) . . . .	71	568	1375	1943	3333
THREE STAR HOTELS (***) . . . .	26	515	826	1341	2178
FOUR STAR HOTELS (****) . . . .	12	310	632	942	1574
FIVE STAR HOTELS (*****). . . .	7	546	638	1184	1822
	186	2503	4582	7085	11732



# APPENDIX VIII

## Criteria for recognition of Restaurants

No.	Criteria	Marks	Answers to be furnished by the restaurant by crossing out the 'Yes' or 'No' as the case may be.	Space for the use of the Committee
1	The restaurant should be situated in a suitable locality.	15	Name and address of the restaurant. _____ _____ _____	
2	Should be fully airconditioned except in hill stations where there should be heating arrangements.	25	Fully airconditioned. Yes. No.	
3	Should be properly decorated and furnished. The floor of the restaurant should be properly covered.	20	(a) Properly decorated and furnished. Yes. No. (b) Floor properly covered. Yes. No.	
4	Provision of dance and/or chamber music (live).	10	(a) Dance music (live) Yes. No. (b) Chamber music (live) Yes. No.	
5	Provision of clean, hygienic, well equipped and well maintained kitchen and pantry with proper cold-storage facilities.	25	(a) Kitchen . . . Yes. No. (b) Pantry . . . Yes. No. (c) Cold-storage facility Yes. No.	
6	Provision of hygienic washing of cooking utensils, crockery, cutlery and glassware.	15	Yes. No.	
7	High standard and wide variety of cuisine.	15	Yes. No.	
8	Provision of good quality crockery, cutlery, glassware, silverware, tableware and linen	15	Yes. No.	
9	The supervisory staff coming into contact with the guests should be able to understand and speak English.	10	Yes. No.	

No.	Criteria	Marks	Answers to be furnished by the restaurant by crossing out the 'Yes' or 'No' as the case may be	Space for the use of the Committee
10	Provision of smart and clean uniform for the staff.	5	Yes. No.	
11	Provision of good service . . . . .	10	Yes. No.	
12	Telephone facility . . . . .	5	Yes. No.	
13	Provision of separate ladies' and gentlemen's cloak rooms with modern sanitary fittings and with adequate supply of soap, towels and toilet paper.	20	(a) Ladies' Cloak Room Yes. No. (b) Gentlemen's cloak Yes. No. room. (c) Modern sanitary Yes. No. fittings.	

**Note :** (1) The Committee may, *at their discretion*, allot upto 15 marks for any other additional special facilities provided by the restaurant.

(2) Minimum marks for qualifying for recognition are 125. Securing a minimum of 50% marks mentioned against each of the items is also necessary. However, the Committee may, *at their discretion*, in very special cases, relax the condition of 50% minimum marks in one item only so long as the condition of securing an aggregate of 125 marks is fulfilled.

(3) Desert coolers will not be accepted as substitutes for airconditioning/airconditioners.

Additional information regarding special facilities, if any, available in the restaurant :—  
(to be filled in by the restaurant)

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## APPENDIX IX

*Statement showing restaurants which form part  
of classified hotels.*

- |   |  |
|---|--|
| 1. Grill Room,<br>Cama Hotel,<br>Ahmedabad.                 | 6. Aventine Restaurant,<br>Hotel Minerva,<br>Calcutta. |
| 2. Xanadu Restaurant,<br>Taj Mahal Hotel,<br>Bombay.        | 7. La Boheme,<br>Nirula's Hotel,<br>New Delhi.         |
| 3. Rendezvous Restaurant,<br>Taj Mahal Hotel,<br>Bombay.    | 8. Gufa,<br>Nirula's Hotel,<br>New Delhi.              |
| 4. Maxim's Restaurant,<br>Great Eastern Hotel,<br>Calcutta. | 9. Metro Restaurant,<br>Metro Hotel,<br>New Delhi.     |
| 5. Chinese Restaurant,<br>Great Eastern Hotel,<br>Calcutta. |  |



## APPENDIX X

*List of restaurants considered suitable for recognition by the Hotel Classification Committee.*

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| <ol style="list-style-type: none"> <li>1. Kwaliti Restaurant, Agra</li> <li>2. Havmor Restaurant, Ahmedabad</li> <li>3. Kwaliti Restaurant, Ahmedabad</li> <li>4. Koshy's Jewel Box, Bangalore</li> <li>5. Three Aces Restaurant, Bangalore</li> <li>6. Kwaliti Restaurant, Bhopal</li> <li>7. Alibaba Restaurant, Bombay</li> <li>8. Berry's Restaurant, Bombay</li> <li>9. Bertrolli's Restaurant, Bombay</li> <li>10. Bistro Restaurant, Bombay</li> <li>11. Bombelli's Restaurant, Bombay</li> <li>12. Gaylord Restaurant, Bombay</li> <li>13. Gazebo Restaurant, Bombay</li> <li>14. Gul Mohr Restaurant, Bombay</li> <li>15. Khyber Restaurant, Bombay</li> <li>16. Kwaliti Restaurant, Colaba,</li> <li>17. Kwaliti Restaurant, Kemp<br/>Bombay</li> <li>18. Kwaliti Restaurant, Worli, B.</li> <li>19. Napoli Restaurant, Bombay</li> <li>20. Pritam Restaurant, Bombay</li> <li>21. Santa Cruz Airport Restaurant, Bombay</li> <li>22. Venice Restaurant, Bombay</li> <li>23. Volga Restaurant, Bombay</li> <li>24. Amber Restaurant, Calcutta</li> <li>25. Bar-B-Q Restaurant, Calcutta</li> <li>26. Blue Fox Restaurant, Calcutta</li> <li>27. Dum Dum Airport Restaurant, Calcutta</li> <li>28. Ferazzini's Restaurant, Calcutta</li> <li>29. Firpo Restaurant, Calcutta</li> <li>30. Kwaliti Restaurant, Calcutta</li> </ol> | <ol style="list-style-type: none"> <li>31. Mocambo Restaurant, Calcutta</li> <li>32. Moulin Rouge, Calcutta</li> <li>33. Olympia Restaurant, Calcutta</li> <li>34. Skyroom Restaurant, Calcutta</li> <li>35. Trinca's Restaurant, Calcutta</li> <li>36. Waldorf Restaurant, Calcutta.</li> <li>37. Gaylord Shangrila Restaurant, Chandi-<br/>garh</li> <li>38. Kwaliti Restaurant, Chandigarh</li> <li>38. Kwaliti Restaurant, Chandigarh</li> <li>40. Alps Restaurant, New Delhi</li> <li>41. Embassy Restaurant, New Delhi</li> <li>42. Gaylord Restaurant, New Delhi</li> <li>43. Kwaliti Restaurant, New Delhi</li> <li>44. Laguna Restaurant, New Delhi<br/>Delhi</li> </ol> |
| <ol style="list-style-type: none"> <li>50. Kwaliti Restaurant, Secundrabad</li> <li>51. Lido Restaurant, Secundrabad</li> <li>52. Niro's Restaurant, Jaipur</li> <li>53. Kwaliti Restaurant, Jamshedpur</li> <li>54. Kwaliti Restaurant, Lucknow</li> <li>55. Kwaliti Restaurant, Madras</li> <li>56. Kwaliti Restaurant, Mussoorie</li> <li>57. Kwaliti Restaurant, Poona</li> <li>58. Davico's Restaurant, Simla</li> <li>59. Capri Restaurant, Srinagar.</li> </ol>  |   |





सत्यमेव जयते